

CLOUD ERP

The Future of Flexibility





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EDITOR'S NOTE

Dear Readers,

Welcome to the **March 2025 issue of ERPNews Magazine**, where we shine a spotlight on this month's editorial theme:

"Cloud ERP: The Future of Flexibility".

As organizations continue to navigate the evolving landscape of digital transformation, cloud-based ERP solutions have become essential tools for driving agility, scalability, and operational resilience. In this issue, we explore the benefits, challenges, and strategies surrounding cloud ERP adoption, as well as best practices for seamless migration and integration in today's fast-paced business environment.

We are also thrilled to feature an exclusive interview with Kelly Kucera, SVP of Global Marketing at SYSPRO, who shares valuable insights into how manufacturers are embracing smart technologies such as AI, IIoT, and automation, while also confronting deployment hurdles. Her perspectives, in light of SYSPRO's latest research, offer a timely reflection on how cloud ERP can serve as a powerful enabler of digital transformation—especially in complex manufacturing environments.

Whether you're considering your first move to the cloud or looking to optimize your current ERP infrastructure, this issue offers guidance and inspiration to support your journey toward a more connected, flexible, and future-ready enterprise.

Happy reading!



Pinar SENGUL, EDITOR

ERPNEWS

CONTENTS

Issue # 50, March 2025

06

COMPARE 14 LEADING ERP SOLUTIONS AT 1 EVENT

Press Release from Lumenia

17

ACUMATICA TEAMS WITH JOBPLANNER AND STACK

*Article by Lauren O'Hara,
ERP Product Marketing
Manager - Construction,
Acumatica*

30

TRANSFORMING CUSTOMER SUPPORT WITH ARTIFICIAL INTELLIGENCE

*Article by Stefan Steinle, Thomas Saueressig
SAP*

10

SMART MANUFACTURING IN FOCUS: SYSPRO'S KELLY KUCERA ON TRENDS, CHALLENGES, AND THE FUTURE OF AI-DRIVEN INDUSTRY

*Interview with Kelly Kucera,
Senior Vice President of Global Marketing,
SYSPRO*

20

5 MISCONCEPTIONS ABOUT A CLOUD DATA WAREHOUSE AND ITS ROLE IN ANALYTICS

*Article by Pamela Pierce,
Product Marketing Director,
Oracle Netsuite*

33

WHAT IS CLOUD COMPUTING? NAVIGATING THE CLOUDSCAPE OF COMPUTING POWER

Article from Infosys

12

10 INVENTORY MUST DO'S FOR SMALL-TO MEDIUM-SIZED MANUFACTURERS

*Whitepaper by Adam Grabowski,
Director of Marketing,
Global Shop Solutions*

22

ESSENTIAL MODULES AND FEATURES OF A MANUFACTURING ERP

*Article by Barry Spielman,
Director of Product Marketing, Priority*

41

THE EVOLUTION OF IT OPERATIONS AND OPSGENIE

*Article by Vivek Iyer,
Head of Product, IT Operations,
Atlassian*

25

5 HR STRATEGIES TO LEAD THE FUTURE OF WORK IN 2025

*Article by Stacey McIntosh
Sage Advice UK Content Editor*



44

AI-DRIVEN ADAPTIVE WORKFLOWS IN ERP SYSTEMS: OPTIMIZE PROCESSES WITH REAL- TIME AI INSIGHTS

Article from Accurate Systems

46

ALL ABOARD THE OMNIBUS: PROPOSED CHANGES AND WHAT IT MEANS FOR OUR CUSTOMERS

*Article by Sophie Graham,
Chief Sustainability Officer,
IFS*

48

CYBERSECURITY SNAPSHOT: OPENSSEF UNVEILS FRAMEWORK FOR SECURING OPEN SOURCE PROJECTS, WHILE IT-ISAC SAYS AI MAKES RANSOMWARE STEALTHIER

*Article by Juan Perez,
Managing Editor, Content Marketing,
Tenable*

54

AGENTIC AI FOR ORACLE FUSION CLOUD

*Article by Rupesh Chotai,
Director, PwC United Kingdom*

57

APAX FUNDS INCREASE ITS INVESTMENT IN ECI SOFTWARE SOLUTIONS

Press Release from ECI Solutions

60

CELEBRATING ONE YEAR OF SAGE COPILOT: AI-POWERED ASSISTANT REACHES MAJOR MILESTONE AS ADOPTION ACCELERATES WORLDWIDE

Press Release from Sage

62

INFOSYS LAUNCHES OPEN-SOURCE RESPONSIBLE AI TOOLKIT TO ENHANCE TRUST AND TRANSPARENCY IN AI

Press Release from Infosys

64

ROOTSTOCK NAMED #1 ERP SOLUTION FOR SMBs IN 2025 TEC INSIGHT REPORT

Press Release from Rootstock

66

IDC STUDY: CFOS TO DRIVE HUMAN-FIRST, AI-FUELLED FUTURE OF WORK

Press Release from Unit4

68

CLOUD ERP MARKET WORTH \$172.74 BILLION BY 2029- EXCLUSIVE REPORT BY MARKETSANDMARKETS™

Press Release from MarketsandMarkets™

71

VEEVA CRM PULSE IMPROVES SEGMENTATION AND TARGETING WITH BRICK-LEVEL HCP ACCESS DATA FOR 21 COUNTRIES

Press Release from Veeva

72

MULTIVIEW FINANCIAL SOFTWARE RATED #1 ERP FOR HEALTHCARE ORGANIZATIONS UNDER 300 BEDS IN LATEST KLAS RESEARCH REPORT

Press Release from Multiview Financial Software

74

MIDWEST AEC FIRM GMB SWITCHES TO UNANET ERP AND CRM

Press Release from Unanet

76

ST. PETERSBURG, FLORIDA, TO DELIVER IMPROVED RESIDENT SERVICES THROUGH TYLER TECHNOLOGIES' SOLUTIONS

Press Release from Tyler Technologies, Inc.

78

SAP NAMED A STRATEGIC CHALLENGER IN 2025 FOSWAY 9-GRID™ FOR LEARNING SYSTEMS

Press Release from SAP

80

CAPGEMINI RECOGNIZED AS LEADER IN SAP SERVICES BY FORRESTER, 2025

Press Release from Capgemini

82

IMPROVING OPERATIONAL OUTCOMES WITH FHIR-POWERED INNOVATION

Customer Stories from Infor

84

WITH PRIORITY, WE COULD DOUBLE OUR OUTPUT WITHOUT HAVING TO INCREASE OUR STAFF

Customer Stories from Priority

86

HOW THIS SPECIALTY LUMBER DEALER SAVED \$100,000 IN INVENTORY

Customer Stories from Eci Solutions

90

CITY OF YARRA

Customer Stories from Lanluas



Compare 14 Leading ERP Solutions at 1 Event

Fourteen leading ERP solutions will demonstrate and showcase their solutions at the forthcoming [ERP HEADtoHEAD™ event](#). This will be the 10th running of the event in the UK by Lumenia Consulting, independent ERP consultants. The event will take place on 2-3 April in the DoubleTree by Hilton, Milton Keynes.

Companies looking to review, upgrade or replace their ERP system or simply want to find out more about the ERP marketplace and trends will find the ERP HEADtoHEAD™ an extremely efficient use of their time. In an era of rapid technological disruption, company's next ERP choice could be the defining moment for their competitive edge and will not want to be left behind.

The event will feature ERP product demonstrations from 14 leading ERP software providers. Solutions suitable for various organisation sizes, from large corporations to SME's, will be represented. These include SAP S/4HANA, Acumatica, Infor, Oracle NetSuite, Epicor, Sage Intacct, SAP Business One, Microsoft Dynamics 365 Business Central, IFS, SAP Sales Cloud, Intact iQ, Rootstock, Microsoft Dynamics 365 F&SCM and Sage X3.

Over the two days, delegates can choose to attend ERP demonstrations focused on Finance, Production, Procurement, BI & Analytics, Projects, Supply Chain, HR or Sales. The demos are based on standardised high-level scripts which makes it easier for delegates to make an efficient head-to-head evaluation of the leading ERP solutions.

The ERP packed Agenda will include keynote presentations from Lumenia Consulting and showcase presentations for the ERP vendors on pertinent ERP topics and trends. Attend and learn insider strategies from industry experts and peers and discover the critical DO's and DON'Ts that can make or break your ERP project.

There will be ample opportunities to network, learn and compare experiences with other organisations also planning to implement ERP and to meet with the ERP vendors in the expo area.

The event encompasses all industry sectors and it is ideal for senior finance, IT, manufacturing and supply-chain leaders and members of their ERP transformation teams to attend and efficiently review the leading ERP products and to learn how to best manage their selection and implementation process so that benefits are maximised and risk is reduced.

Some previous delegates have commented, "Thank you getting so many ERP providers to attend the event. This event has allowed us to spend time focussed on learning more about most of the ERP solutions that we were considering and how they might work within our business. For a company just at the start of the ERP process, it was an excellent foundation, provided a roadmap for our journey but also highlighted potential potholes along the road."

The event is facilitated by independent ERP experts [Lumenia Consulting](#) who will also be on hand to offer impartial guidance and advice.

For further information on the event, early bird discounts and to register please visit the event website erpheadtohead.com/uk

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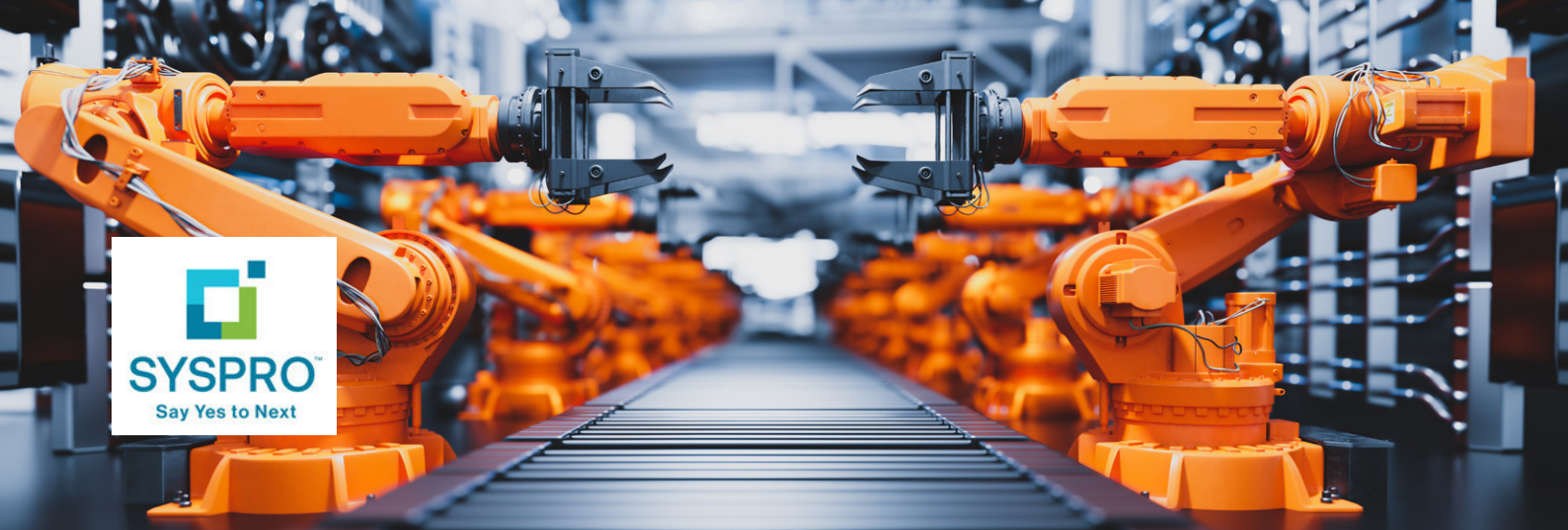
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Smart Manufacturing in Focus: SYSPRO's Kelly Kucera on Trends, Challenges, and the Future of AI-Driven Industry

As part of our March issue's editorial theme, "Cloud ERP: The Future of Flexibility," we are pleased to feature an insightful interview with Kelly Kucera, Senior Vice President of Global Marketing at SYSPRO, who shares exclusive perspectives based on SYSPRO's latest research into the evolving landscape of manufacturing technology.

In this conversation, Kelly discusses the key findings from SYSPRO's consolidated surveys, highlighting how manufacturers are increasingly eager to adopt AI, IIoT, and automation, but still face hurdles such as integration complexities, real-time data challenges, and workforce limitations. With her deep industry knowledge, Kelly offers strategic guidance on overcoming these barriers and outlines the critical role that ERP and embedded analytics will play in building a resilient, future-ready manufacturing environment.

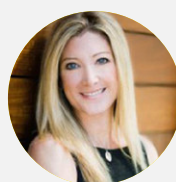
From smart inventory management to predictive AI use cases and ERP's pivotal role in digital transformation, this interview is a must-read for manufacturers navigating the next wave of technological advancement.

1) Can you give us an overview of SYSPRO's latest research findings? What were the most surprising insights from the consolidated surveys?

Modern manufacturing is complex. Efficiently managing supply chains and production processes is key. SYSPRO surveyed small and medium-sized complex manufacturers to assess the current state of technology adoption and emerging trends poised to drive innovation.

Our aim was to provide an analytical overview of the state of complex manufacturing and technology adoption. This initiative specifically targets complex manufacturers across North America, Europe, Asia-Pacific, and Africa.

We're intrigued by many of the insights the surveys provided. Probably one of the most interesting insights was that 57% of complex manufacturers we surveyed cited AI and IIoT as the most promising technologies, and yet, just 2% have fully implemented AI across their operations, only 10% are actively deploying it and fully 57% are still researching potential use cases.



Interview with
Kelly Kucera,
Senior Vice President
of Global Marketing, [SYSPRO](#)



Meanwhile, manufacturers are facing significant challenges obtaining real-time data so they can make quick, data-driven decisions (40%). Analytics can provide a solution to this problem, but only 23% have made implementing analytics a key technology priority for the coming year. Additionally, almost one-quarter (24%) are not using any kind of analytics at all.

Also surprising to us was the fact that China has taken the lead in adopting smart manufacturing. Just under half (45%) of Chinese manufacturers have already adopted these emerging technologies.

“We recommend taking an approach that begins with executive buy-in and a clear understanding of business pain points and use cases for which technology could rapidly add value.”

2. The research highlights that manufacturers are eager to adopt AI, automation, and IIOT. What are the key drivers behind this rapid shift towards smart manufacturing Technologies?

There are many drivers. Manufacturers are struggling with rising costs, quality challenges and frequent supply chain disruptions. They need to optimize processes, enhance efficiency and gain agility — smart manufacturing technologies enable all these capabilities. Intense market competition is pushing manufacturers to seek technologies that can provide competitive advantages. Additionally, supportive government policies are helping companies adopt advanced manufacturing technologies, especially in China.

3. Despite the enthusiasm for AI and automation, the research also identifies major barriers to adoption, such as high costs and resistance to change. What strategies can manufacturers use to overcome these challenges?

We find that sometimes manufacturers and distributors get caught up in the hype surrounding a new technology like generative AI and feel they need to deploy it simply for the sake of deploying it. We recommend taking an approach that begins with executive buy-in and a clear understanding of business pain points and use cases for which technology could rapidly add value. Ensure that ROI and small wins build trust. These early successes lay a solid foundation on which to expand. Again, the key is to focus on solving business pain

and generating a ROI. If AI will solve that pain, all the better, but deploying AI and hoping to find a use for it later is not a solid play.

4. SYSPRO’s research indicates that China is leading the adoption of smart manufacturing technologies compared to the U.S. What do you think are the main factors behind this difference, and how can U.S. manufacturers catch up?

China’s low cost of labor and significant government investment in modernization and technology advancement have made it a global manufacturing hub. To retain that advantage, the Chinese government in partnership with industry leaders have placed a high priority on modernization and the adoption of smart technologies.

To catch up, U.S. manufacturers must take a strategic, business-driven approach to technology advancement. Even when times are tough, technology advancement should remain a top priority.

5. With 80% of manufacturers either investing in AI or making near-term plans to do so, what are the most common AI use cases you see gaining traction in the manufacturing Sector?

There are many use cases where manufacturers are taking advantage of predictive, cognitive and traditional AI because it’s often embedded in modern ERP and CRM platforms. Here are a few use cases we see as low-hanging fruit:

- **Provide actionable, current data to inform critical decisions:** AI and machine learning can organize large datasets from many different business operations to present insights in easy-to-interpret formats. With this information in hand, leadership can make data-driven decisions that drive growth, in real time.

- **Predict delays in payments and supply chain deliveries:** Predictive AI can determine a customer's likelihood to default on payments, based on regressive analysis when reviewing credit standing and policies. Additionally, these same algorithms can predict which suppliers are most likely to be late with shipments and even by how long they will be late.

- **Predict possible final job costs:** By analyzing historical performance based on environmental factors and production parameters, AI can take current conditions into account to accurately predict costs.

- **Enhance financial security and efficiency:** AI can automate the capture and processing of financial documents such as invoices, accounts payable, and sales orders. Additionally, AI can flag anomalies to detect potential fraud. In this way, manufacturers can streamline processes, eliminate data entry errors and sharply reduce financial risk.

- **Enable just-in-time inventory management:** AI and machine learning can forecast inventory needs by analyzing historical sales, seasonality and regional trends. As a result,

inventory management can rapidly adapt to changes in demand, while avoiding both stockouts and surplus inventory to enhance cost efficiency and product availability.

“Real-time data is very important, because in these fast-changing economic times, managers need to base their decisions on ‘up-to-the-minute’ information.”

6. One of the key challenges highlighted in the report is the difficulty of integrating new technologies with existing systems. How does SYSPRO help manufacturers overcome these technical hurdles?

We've designed our digital manufacturing platform to be modular and flexible to facilitate the required integrations for a company's business cycle. In fact, we have a robust group of solutions pre-integrated into SYSPRO, which makes it simple to take advantage of them. If customers want to integrate their own solutions, we have a highly skilled ecosystem of partners who are not just experts in technology integrations, but also deeply knowledgeable

about our customers' specific industries and challenges. There's much more to an integration than technology, and both SYSPRO and our partners serve as trusted advisors to help our customers solve difficult business problems.

7. The report also points out that many manufacturers struggle with obtaining real-time data and analytics. How critical is real-time data for manufacturing decision-making, and what steps should companies take to improve their analytics capabilities?

Real-time data is very important, because in these fast-changing economic times, managers need to base their decisions on 'up-to-the-minute' information. Data that is weeks or even days old could already be out of date. If a manufacturer is using a general-purpose analytics package, they'll need to ensure that their data is comprehensive, clean, appropriately formatted and accessible. That's not a trivial undertaking. Additionally, the analytics package may require the expertise of a data scientist or data analyst to get full value.

Thankfully, it doesn't have to be difficult to do. SYSPRO ERP includes embedded analytics, which provides the core functionality that a manufacturer would need from a complex, general purpose analytics package. Even better, since the ERP serves as the single source of truth and information for a manufacturer, all the data the embedded analytics capability requires is already clean, accessible and ready for analysis. Manufacturers won't have to undergo a massive overhaul of the data infrastructure to use it.

Of course, if customers want to connect embedded analytics to external data sources, that's also an option, but it's not necessary to immediately start seeing value.

8. The skilled labor shortage continues to be one of the biggest concerns for manufacturers.

How do you see technology, particularly AI and automation, playing a role in addressing this workforce gap?

It plays an enormous role. With technology, manufacturers can increase the productivity of their existing workforce and fill gaps that may emerge in their skilled workforce. The Industry 5.0 trait of cobots (human-robot collaboration) is a valuable path forward in complex manufacturing. One example is that companies are investing in augmented and virtual reality for training/upskilling their workforce more quickly and unlocking talent base onshore to mitigate the evolving geopolitical trade dynamics.

9. Looking ahead to 2025, what are your predictions for the future of smart manufacturing? What should manufacturers prioritize to stay competitive in this rapidly evolving landscape?

Adopting smart manufacturing technologies and practices will increasingly become required for manufacturers at all levels to remain competitive. That's a prediction we can make with confidence. The world is changing rapidly, and smart manufacturing technologies will provide the agility, insight and flexibility required to thrive.

Adopting smart manufacturing technologies, however, first requires a firm technological foundation, and for most manufacturers, that's going to be their ERP platform. So, it should not come as a surprise that, along with analytics, ERP was manufacturers' top priority in our research. But these were far from their only priorities. Cybersecurity came in second behind ERP and analytics. Threats from cybercriminals continue to rise, so manufacturers must strengthen their defenses. AI came in third, followed by supply chain management.

“Adopting smart manufacturing technologies and practices will increasingly become required for manufacturers at all levels to remain competitive.”

If the foundational ERP platform is scalable and flexible, making it easy to integrate advanced technologies, manufacturers can take a stepwise approach to show rapid value, gain trust, and build a smart manufacturing infrastructure that will future proof their organization against whatever the economy and the wider world throws at them.



About SYSPRO

SYSPRO is a leading, global Enterprise Resource Planning (ERP) software provider specializing in key manufacturing and distribution industries. For over 40 years, SYSPRO's team of specialists have continued to address unique industry needs and enable customers to easily adapt and grow. The solution is scalable and can be deployed in the cloud, on-premises, or both, and accessed via the web on any device to provide customers with choice and flexibility. SYSPRO remains focused on the success of partners and customers. Our evolving solutions are aligned with industry trends to leverage emerging technology that will enable partners and customers in securing a digital future. With more than 15,000 licensed companies in over 60 countries across six continents – SYSPRO offers guidance and support every step of the way as a trusted advisor. For more information, visit www.syspro.com



10 Inventory Must Do's For Small-to Medium-Sized Manufacturers

Cash is king for manufacturers – from the owner down to the machine operators.

If you visit any manufacturer, you will see most have a keen eye on how everything is being used. Machines are generally only running if they are making parts; employees are typically only working if orders are coming in; and scrap is examined carefully to determine “How did this happen? How can we prevent it from happening again? What else can we do with this?”



Whitepaper by
Adam Grabowski,
Director of Marketing,
Global Shop Solutions



Even The Best Manufacturing Owners Make Mistake

But rarely, do they make the same mistake twice. If you ask them what some of their biggest mistakes have been, they are often tied to how their inventory was managed. Meaning, that was in the past and today they are doing something different.

What is different?

After speaking with many manufacturing owners and many subject matter experts, the “different” is their business is choosing to live and die by the following 10 inventory must do’s with the help of ERP software.

1. Clear Out The Inventory Garbage.

What does this mean? It means you must process your inventory correctly and consistently with no exceptions.

Your inventory processes should be documented and employees trained, retrained, and trained some more; and you should have absolute consistency in your product lines, units of measure, etc. Documenting your process also means knowing explicitly who owns what including inventory master, inventory costing and inventory quantity. Everyone should know what they are doing, when, why, and the consequences of it being done incorrectly.

And don’t let the fox guard the henhouse. The employee responsible for transaction processing cannot have access to inventory adjustments. A few hours spent training employees will save you money and heartache (and maybe even a lost customer) when you try to make a part with inventory you don’t have. Clear the garbage out of your inventory process, and you will be left with a much better result.

“We know exactly where every piece of material is 100% of the time. With live inventory transactions, forklift operators can see actual on-hand inventory numbers and location on the go.”

-Chad Wengerd,
IT Manager,
Walnut Creek Planing

2. Regulate Your Inventory Counts.

Physical inventory or cycle counts should always be performed on a regular basis and produce accurate numbers.

By implementing regular inventory counts, this allows you to consistently ensure inventory accuracy throughout the year. We’ve found that our customers complete this in one of two ways.

The first being they cycle count daily or weekly, which means they count parts based on usage or dollar amount to verify their inventory is correct. If their numbers are getting adjusted, that means their inventory is off, and they must figure out what inventory transactions are causing the issue.

The second way our customers regulate inventory is by doing physical inventory, which calls for shutting down the shop floor and counting the inventory one weekend a year, sometimes two. To learn more about this, [download](#) subject matter expert Brady Steven’s

whitepaper titled “How to Achieve Perfect Physical Inventory in 10 Easy Steps.” It is a great, superfast read that is likely to save you thousands of dollars a year.

“There’s no question Global Shop Solutions has lowered our inventory costs. And we now know with a high degree of accuracy what we have in inventory and how much it costs.”

-George Halages,
President, Archer Advanced
Rubber Components

3. Evaluate Unused Inventory.

Just like clutter in your home, obsolete inventory or low turn inventory should be evaluated on a regular basis, not just once a year.

Inventory takes up space and space is money. If something is taking up space and not moving, that is taking away an opportunity for something that you could be selling and bringing in more revenue for your company.

“With Global Shop Solutions, we’ve reduced raw materials inventory by 20% without disrupting our two-week lead time.”

-Owen Yoder,
IT/Systems Manager,
Berlin Gardens

4. Know Your Business' Trends.

Keeping your inventory labeled is an important step in controlling your inventory between physical inventories. Be "hip" with your business.

Reorder, lead time, and order quantity should be reasonably accurate and should be evaluated on a regular basis (and again, this doesn't mean once a year). You know your business better than anyone and knowing when spikes occur throughout the year allows you to better plan on seasonal changes in your inventory. If your business is seasonal, you may need to adjust your min/max quantities throughout the year as well. A great way to evaluate this data is to be using [Key Performance Indicators](#) for your business.

"Everything we manufacture now goes through inventory. When putting together a quote, we can go back through inventory to see if we have done that particular job before. This gives us a much better idea of how to quote the job going forward."

-Alan Lowe,
General Manager,
HMC Instrument and
Machine Works Ltd.

5. Research Your Vendor's Competition.

Your vendors win when you get lazy. So it's okay to pick-up those pesky sales calls every once in a while.

Listen to the vendor's sales pitch and what they have to offer as far as pricing and quality rating. You may be surprised by what they have to offer. If you stick with the same vendor year after year, you may not receive the best bang for your buck. Prices slowly and steadily creep up, and your discounts suddenly vanish. Evaluate cost regularly and do not ignore savings on buying items in bulk when appropriate. This can be an opportunity for blanket orders to come into play with your vendors, and you will receive a discount by planning ahead. But remember, this requires you to know your business trends and when those seasonal spikes occur.

"We now know our inventory costs because we always know what we have on hand with Global Shop Solutions."

-Bobby Baker,
Vice President of Operations,
Sigma Fasteners

6. Automate As Much As Possible.

If job costing is a full-time job, then you probably have inventory issues.

By automating with our Job Costing Accounting application, you can

spend less time worrying about what your finished goods cost and more time on creating a quality product. Good job costing leads to accurate inventory cost and quantity, providing you with an opportunity to automate part or all of this process every year.

"Global Shop Solutions automatically balances current inventory with demand and tells me exactly what we need to order."

-Anne Felzke,
Purchasing Manager,
Zephyr Products, Inc.

7. Record Your Inventory Flow.

You are what you eat.

As inventory is consumed or shipped, it needs to be recorded. Some of our customers manage this process with one person, a team of people, or they let their machinist move the parts. It's entirely up to you, and you can decide who manages that process based on how skilled your employees are and the type of material.

The inventory flow process is as follows:

1. Issue Material to Work Order
2. Bin-to-Bin Transfer
3. PO Receipts
4. WIP (Work in Progress) to Finished Goods
5. Location Transfers

You also have the option of backflushing and Auto WIP should you choose. If you make it to the last step and you have 10 good parts, then 10 parts are WIPed into inventory (finished goods). Spend a few minutes every time and record inventory flow immediately, and you'll save yourself hours in the long run.

"I'm constantly using the Inventory application to monitor open orders, labor dollars, estimated versus actual, and inventory levels. Every day I pull stats from the software regarding our customer mix, dollars shipped, and parts from inventory versus parts not from inventory, which helps me understand where our inventory levels need to be."

-Ray Suprenant,
President,
Davico Mfg.

8. Listen To Your Business With ERP.

Hearing is the act of perceiving sound, but listening is something you choose to do. Move beyond "hearing" with your fully integrated

ERP system with MRP functionality and "listen." Manufacturers that are using an ERP system correctly are faster, smarter, and more profitable than those who don't. It isn't a question; it is truth, and we have [150 case studies](#) to prove it.

Listen to your business by viewing and analyzing the data your ERP system provides to see trends, view roadblocks and make better business decisions. Utilizing your [Business Intelligence application](#), KPI application, and [Dashboards](#), you can see inventory detail in real-time and allow you to listen to your inventory.

"We chose Global Shop Solutions for a lot of reasons, but mainly for its superb inventory control and job costing capabilities."

-Chase Erwin,
IT Manager,
Foam Design, Inc.

9. Correct Employee Mistakes Immediately.

In manufacturing, loose lips don't sink ships. They save them. Employee attitude and participation is the icing on the cake, and if an employee or machine isn't doing something correctly, don't let the ship sink.

For example, if you see Jane Doe routinely recording inventory, but she always misses a few parts, your inventory counts will continuously be off and you will be spending more money purchasing inventory you don't need. Speak to a manager or superior and let them know your concerns about the issues you're witnessing. Speak up and refer to Must Do #1.

Honesty is the best policy when it comes to business, especially with money being involved. By addressing inventory mistakes early on, you reduce the risk of losing money, inventory and production time.

"With Global Shop Solutions, we know the exact quantity of inventory used on every job and how much they cost. We also can track our labor with remarkable precision."

-Bob Holbrook,
Vice President of
Sales & Marketing,
Gemini Plastics, Inc.

10. Always Ask Questions.

Don't guess how to do it – ask someone. There are unlimited resources available to you at Global Shop Solutions.

If you're a customer connect with your Customer Success Manager, schedule a Virtual Training with

a member of our [Consulting department](#), or attend one of our 80+ training events a year. If you're in the market for ERP software, [see the software for yourself](#). We can connect you to some great customers if you have any questions. Don't let the fear of asking a "dumb" question keep you from managing your inventory the correct way and making money for your business.

"Global Shop Solutions has also been vital to us in inventory management. Our inventory accuracy is now around 90% – before Global Shop Solutions it was more like 60%."

-George Pacheco,
Controller,
Pazmac Enterprises Ltd.

About Adam Grabowski

Adam Grabowski is the Director of Marketing at Global Shop Solutions. He is responsible for translating the company's business objectives into successful brand, marketing, and communication strategies to drive awareness, revenue, and loyalty.



About Global Shop Solutions

Global Shop Solutions ERP software provides the applications needed to deliver a quality part on time every time from quote to cash and everything in between including shop management, scheduling, inventory, accounting, quality control, CRM and 25 more. Available in the cloud or on premise, our manufacturing customers benefit from real-time inventory accuracy, improved on-time delivery, lower administrative costs, increased sales and improved customer service. Headquarters in The Woodlands, Texas includes a state-of-the-art R&D facility and Global Shop Solutions training center. Through its offices in the U.S., Mexico, Indonesia, Singapore, Australia, New Zealand and the United Kingdom, the company supports thousands of manufacturing facilities in over 25 countries and more than 30 industries. For more information please visit globalshopsolutions.com.



Acumatica Teams with JobPlanner and STACK

By teaming up with leading construction platforms JobPlanner and STACK, Acumatica is delivering superlative end-to-end project lifecycle support to its users. Learn about our new and exciting Acumatica integrations.

For almost two decades, Acumatica has been serving small and midsize businesses, earning strong customer loyalty and receiving numerous [industry awards](#) along the way. We firmly believe our continued success is due in part to our passionate commitment to growing and supporting a robust Independent Software Vendor (ISV) community.

In the last several years, the [Acumatica Marketplace](#) has added a whopping 233 ISVs, and today, we're excited to highlight two new Acumatica integrations that are now part of Acumatica Construction Edition: [JobPlanner Construction Management Software](#) and [STACK Construction Technologies](#).

First introduced during World of Concrete 2025, and featured on stage during the Day Two Keynote at Acumatica Summit, these partnerships offer dynamic end-to-end project lifecycle support to [Acumatica Construction](#)



Article by
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[Edition](#), our construction-specific solution that delivers enhanced team collaboration, real-time office and field connection, seamless project execution, and so much more.

“Our construction customers rely on Acumatica to provide a comprehensive, cloud-native solution that spans the entire project lifecycle,” says Joel Hoffman, director of product management at Acumatica in our recent [press release](#). “Our new strategic partnerships with JobPlanner and STACK exemplify our commitment to delivering powerful, integrated solutions that enhance collaboration, automate workflows and drive better outcomes for construction businesses.”

“This collaboration demonstrates Acumatica’s continued commitment to delivering best-in-class industry-specific solutions tailored to the needs of modern construction professionals.”

All About Acumatica Construction Edition, JobPlanner, and STACK

Acumatica Construction Edition, which was released in January 2018, was an instant hit with customers, who cite ease of use and scalability as just a few of its many benefits. Our construction-based software has garnered recognition by leading

organizations and publications, including our recent inclusion in the Construction Executive [Top Construction Technology Firms™](#) list.

As a full-featured solution for modern construction companies offering project accounting, compliance management, retainage, change orders, job costing, and document management, Acumatica Construction Edition is a powerful standalone solution. The opportunity to add collaboration with market-best applications, like JobPlanner and STACK, ensures that customers with unique needs and requirements are equipped with every tool and resource they need to thrive in today’s digital world.

JobPlanner was founded in 2022 by expert construction professionals for general contractors, construction managers, and commercial subcontractors. The construction management software with a native mobile app provides preconstruction services (e.g., project planning and bidding) along with project management functionality—for effortless collaboration and streamlined organization—and job costing efficiency that enables businesses to bring their projects in on schedule and within budget.

JobPlanner customer Jon Neely, Neely Engineering & Contracting, LLC, says, “JobPlanner has significantly improved our workflow efficiency and task management. Since implementing the platform, we have seen measurable improvements in collaboration and client visibility throughout all phases of the projects.

“Its intuitive interface and features have streamline communication and enhanced accountability across teams. JobPlanner has become an indispensable tool, allowing us to optimize processes and focus on

strategic priorities while keeping everyone from project management, accounting, and administration informed of daily progress and roadblocks.”

“With these integrations, construction businesses can now streamline preconstruction and project planning workflows within Acumatica’s unified cloud ERP platform.”

Like JobPlanner, STACK receives rave reviews from its many satisfied users. Customer Bob Buckroyd, Estimating Lead, Kinzler Construction Services, says, “The combination of powerful features, seamless integrations, and ongoing support has made our transition from our old software smooth and successful. We’ve seen a noticeable increase in our efficiency and accuracy, and we’re excited to continue using STACK as we grow and expand.”

STACK was established in 2011 under the name CloudTakeoff, changing to STACK in 2014, and was one of the construction industry's first web-based solutions. Founder and CEO Phil Ogilby began working as a residential and commercial roofing contractor in 1984 and saw firsthand the challenges that come with managing people, equipment, materials, and an ever-changing bid schedule. So, to help alleviate these challenges and help customers win profitable work, he created a user-friendly preconstruction platform.

Using STACK's native mobile app and digital blueprints, users complete their takeoff as well as detailed estimates quickly and work efficiently. STACK is a single, powerful source for documents, workflows, and reporting while in the office and on the jobsite.



Working to Provide Customers with Vital End-to-End Project Lifecycle Support

We couldn't be more excited to add JobPlanner and STACK to the Acumatica Community. Together, our construction-specific platforms will deliver unbeatable insights, greater efficiencies, and higher profits to our shared users.

JobPlanner CEO DeWayne Adamson is just as excited and sees the Acumatica integration as a win-win foreveryone. "Integrating JobPlanner into Acumatica Construction Edition brings unparalleled value to construction professionals. Acumatica's robust platform, combined with JobPlanner's collaborative project management capabilities, will help contractors streamline their workflows, enhance communication, and achieve project goals more effectively."

For STACK president Ray DeZenzo, the Acumatica partnership is the perfect blending of two leading solutions with shared ideals, resulting in customer success. "STACK and Acumatica share a commitment to empowering

construction leaders with innovative solutions that drive operational excellence and profitability."

He adds, "By integrating STACK's advanced capabilities with Acumatica Construction Edition, we're enabling contractors to secure more projects, optimize performance, and achieve sustained growth in a competitive market."

About Acumatica

Acumatica Cloud ERP is a comprehensive business management solution that was born in the cloud and built for more connected, collaborative ways of working. Designed explicitly to enable small and mid-market companies to thrive in today's digital economy, Acumatica's flexible solution, customer-friendly business practices and industry-specific functionality help growing businesses adapt to fast-moving markets and take control of their future. For more information, visit acumatica.com or follow us on [LinkedIn](https://www.linkedin.com/company/acumatica).





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5 Misconceptions About a Cloud Data Warehouse and its Role in Analytics

In today's data-driven business landscape, a cloud data warehouse can help remove barriers to gaining actionable insights, by centralizing data for real-time access. Despite widespread adoption, however, there are misconceptions about its role in analytics and the value it provides to an organization. Let's debunk five of those misconceptions.

#1: You need massive amounts of data

While a cloud data warehouse is optimal for storing and maintaining big data, its benefits are not reserved for companies with large data footprints. Businesses with smaller volumes benefit through easy access to usable, quality data needed for accurate reporting and informed decision-making across the organization. Alternative approaches such as ETL (Extract, Transform, Load) tools and on-premises hardware can be too costly for converting unstructured, non-standard, and incomplete data into a usable form. A cloud data warehouse operates more efficiently by using automation to integrate with sources and then validate, clean, and transform data. It creates a single, real-time source for quality data and scales as business needs expand.

#2: A good BI tool is sufficient for today's analytics needs

Contextual insights help improve decision-making by providing the reasons behind trends in areas such as finance, sales, and the supply chain. But the business intelligence (BI) process becomes tricky when uploading



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diverse datasets from multiple sources and bringing them together for analysis. Query response can slow as the system struggles to process multiple datasets for use cases such as historical trend analysis. A cloud data warehouse can help improve query performance by providing preprocessed and organized data that's faster to access, blend, and query. This enables the BI tool to perform complex analyses at greater speed. Pairing a cloud data warehouse with a BI tool can boost the analytics process to harness greater potential from your data collections.

“A cloud data warehouse is not just a storage solution — it’s a strategic asset that powers real-time analytics and better decision-making.”

#3: There's a lack of data security and protections

Businesses managing sensitive data, including those in the healthcare and financial services industries, have adopted cloud data warehouses not only for efficiency and scalability but also for its robust security practices, which can be expensive to replicate

in-house. Leading cloud providers help businesses drive compliance with industry regulations through features including an advanced security infrastructure with intrusion detection, access controls, and encryption; data redundancy and recovery safeguards; and monitoring to support faster threat detection. Data protection and privacy can be managed at the user role level to help prevent verified users from accessing information beyond their defined job needs.

#4: It's difficult to achieve high ROI

Real-time access to centralized business data with a cloud data warehouse helps generate ROI from increased data utilization, and better communication and collaboration across departments since everyone is working off the same, verified information. It also provides a solution that can level the playing field between an emerging business and industry giant as they each leverage AI analytics for robust insights that help solve business challenges, optimize processes, and predict potential areas of risk.

#5: All cloud data warehouses are the same

There are distinct differences between cloud data warehouse offerings. Some providers may set a fixed monthly rate, while others charge for computing resources used per month. Some offer an “as-a-service” model with prebuilt functionality that's simple to deploy, while others require significant ETL setup, customization, and in-house expertise to maintain. Other important points of differentiation include interoperability, intuitive interface, and how the architecture fits your needs regarding powerful analytics capabilities versus high-volume data storage.

[NetSuite Analytics Warehouse](#) is an AI-powered cloud data warehouse and advanced analytics solution that packages Oracle Autonomous Data Warehouse with Oracle Analytics Cloud for NetSuite. It centralizes NetSuite ERP and other business systems' data for real-time access and enables users to easily drag and drop datasets to build reports and visualizations. Business users can leverage its robust AI-powered analytics to help improve operational efficiency, predict the likelihood of risk, and discover revenue opportunities.

“When implemented correctly, a cloud data warehouse can centralize, cleanse, and make data more accessible, enabling organizations to become truly data-driven.”

About Oracle NetSuite

For more than 25 years, Oracle NetSuite has helped organizations grow, scale, and adapt to change. NetSuite provides an integrated system that includes financials / Enterprise Resource Planning (ERP), inventory management, HR, professional services automation and omnichannel commerce, used by more than 37,000 customers in 219 countries and dependent territories.



Essential Modules and Features of A Manufacturing ERP

Enhancing manufacturing with ERP

Modern manufacturing requires integrated solutions that provide visibility, efficiency, and adaptability across operations. A well-implemented manufacturing ERP system manages every stage of production—spanning sales, planning, execution, quality control, inventory, delivery, and finance—*all within a unified system.*

So, what are the most critical ERP features to look for when choosing a manufacturing ERP? Identifying the right software features ensures manufacturers can optimize

processes, reduce costs, and increase productivity. A comprehensive ERP solution must include features that support real-time monitoring, automation, and data-driven decision-making.



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Key advantages of a manufacturing ERP

1. Streamline manufacturing workflows

Manufacturers can eliminate bottlenecks and inefficiencies by automating supply chain and production processes. Advanced AI, IoT, and robotics support predictive analytics, machine automation, and real-time monitoring, allowing manufacturers [to move towards Industry 4.0](#) and Industry 5.0 principles—where automation meets human-centric production for smarter decision-making.

Industry 4.0 integrates smart manufacturing technologies such as IoT-enabled machines, cyber-physical systems, and cloud computing to ensure seamless connectivity and automation across the factory floor. This creates a more agile, responsive, and data-driven production environment, reducing waste and improving efficiency.

2. Respond rapidly to market demands

With complete end-to-end visibility, manufacturers can respond quickly to shifts in demand, reduce lead times, and maintain competitive agility. Industry 5.0 enables enhanced personalization and customization, helping manufacturers tailor production to specific customer needs without sacrificing efficiency. The right software features provide real-time data access, improving responsiveness to customer and market needs.

3. Optimize resource utilization

Access to [real-time analytics](#) and forecasting tools enables manufacturers to allocate labor, raw materials, and machinery more effectively. Digital twins and

predictive modeling, key aspects of Industry 4.0, help manufacturers simulate production scenarios and prevent disruptions before they occur. Leveraging the best ERP features, manufacturers can streamline their operations and improve efficiency.

“An effective manufacturing ERP system provides complete visibility and control over every stage of the production process—from raw materials to finished goods.”

4. Reduce errors and boost productivity

By incorporating real-time alerts and automated workflows, ERP systems minimize manual errors and maximize efficiency. With IoT-driven sensors and AI-powered diagnostics, manufacturers can detect inefficiencies early and automate corrective measures to avoid costly production delays. Industry 4.0 automated feedback loops further enhance productivity by continuously monitoring machine performance and adjusting processes in real-time. The inclusion of advanced software features ensures high productivity and precision in manufacturing.

5. Enhance cross-department collaboration

A robust ERP breaks down communication silos between teams by serving as a single source of truth across the entire organization. The evolution into Industry 5.0 emphasizes the integration of intelligent automation with human expertise, fostering better collaboration between people and machines. ERP features that enhance cross-functional visibility and data sharing contribute to smoother operations.

Our [case study from manufacturers leveraging ERP systems](#) report reduced production times, lower operational costs, and improved decision-making.

Core ERP modules for manufacturing

Material requirements planning (MRP)

A critical ERP module for optimizing supply chain efficiency, MRP automates material purchasing, production scheduling, and demand forecasting, ensuring seamless manufacturing workflows. The MRP module is one of the most essential features for ensuring production efficiency.

Product data management (PDM)

Centralized control over product specifications, BOM (Bill of Materials), and design data ensures consistency across sales, procurement, and logistics, streamlining product lifecycle management. The PDM module enhances accuracy and reduces errors in product data handling.

Engineering change management & revision control

Regulatory and market changes require manufacturers to track and implement engineering changes (ECOs) efficiently. Integrated revision control ensures accuracy in design iterations and compliance with industry standards. This feature supports seamless updates to product designs and revisions.

Multi-division coordination

For manufacturers with multiple sites or distribution centers, ERP systems support customized production management tailored to discrete, repetitive, and hybrid manufacturing models. This module enables streamlined multi-location operations, increasing efficiency.

Quality assurance & control

Comprehensive quality control (QC) and quality assurance (QA) tools help prevent defects, enforce compliance, and streamline work order validation, sampling, and final product testing. This is a key feature for ensuring high product quality and compliance with regulatory requirements.

Lot tracking & full traceability

ERP solutions ensure rigorous lot and serial tracking, allowing manufacturers to monitor raw materials, work-in-progress, and finished goods throughout the supply chain. This is essential for regulatory compliance, product recalls, and supplier audits. Industry 4.0 enhances traceability with blockchain integration and real-time tracking solutions, ensuring full transparency across the supply chain. The software features supporting lot tracking provide complete oversight of production batches.

Advanced inventory & supply chain management

Manufacturers can automate stock replenishment, optimize warehouse operations, and integrate real-time inventory tracking to enhance overall supply chain performance. Smart factories powered by Industry 4.0 leverage AI-driven logistics to predict inventory demand and optimize warehouse space utilization dynamically. This feature ensures optimized supply chain management.

“By integrating all manufacturing modules into one unified system, businesses can streamline operations, reduce costs, and make smarter, data-driven decisions.”

Essential modules for discrete & process manufacturing

Discrete manufacturing modules

- BOM management for precise product structures.
- Production planning & costing for optimized output.
- Assembly line scheduling & automation.
- End-to-end inventory and traceability management.
- Seamless integration with ERP & MRP systems.
- Robust quality control & compliance tracking.

Process manufacturing modules

- Formula & recipe management to ensure product consistency.
- Batch production & yield optimization.
- End-to-end traceability & compliance enforcement.
- Automated quality control & testing.
- Waste reduction & sustainability tracking.
- Full ERP & supply chain integration.

Adopting a modern ERP system is crucial for manufacturers looking to integrate Industry 4.0 and Industry 5.0 advancements, ensuring greater efficiency, agility, and competitiveness in an evolving market.

About Priority

Priority is a versatile and highly scalable, AWS-based, native cloud ERP platform, catering to businesses of all sizes. As a flexible and open ERP platform, companies can quickly adapt to evolving business needs and seamlessly integrate the platform with other business management systems. With a powerful and user-friendly UI, users can personalize the system and create mobile apps, web portals and business processes without any coding. Powered by AI, it offers process automations, recommendations, and optimization algorithms. With several decades of development and innovation, Priority stands out as one of the most comprehensive ERP platforms available. It supports an impressive array of in-depth functionalities, covering financials, CRM and sales, supply chain management, manufacturing, distribution, customer service, project management, warehouse management, equipment rental, business intelligence, intelligent workflows, mobile app generation and more.



5 HR Strategies to Lead The Future of Work In 2025

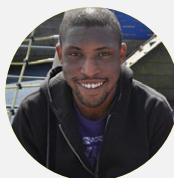
Learn how HR leaders can embrace trends shaping the future of work and discover some actionable tips to help you navigate the road ahead.

HR is at a pivotal moment, with AI transforming jobs, skills gaps widening, and workplace expectations evolving at speed.

To stay ahead, HR leaders must understand and embrace the trends shaping the future of work, ensuring their organizations are ready for what's next.

In this article, we share 5 HR strategies and series of actionable tips for tackling these trends and helping your people navigate the road ahead.

Focus on these trends with our practical advice to build a resilient, adaptable, and people-centred organization.



Article by
Stacey McIntosh
Sage Advice UK Content Editor



Article by Stacey McIntosh

1. AI in the workplace: Drive change, keep humanity

AI is changing HR and offering ways to improve recruitment, workforce management, employee development, and more.

From automated hiring tools to predictive analytics that optimize workforce planning, AI offers interesting directions for efficiency and innovation.

A new workplace model is emerging: the blended workforce, where AI tools act as a torch, shining new ways to tackle problems for employees looking to drive productivity.

However, its success hinges on a critical balance—making the best of tech while maintaining trust, ethical governance, and a people-first approach.

Key actions HR leaders must take

Build trust through ethical AI governance

- Use diverse, representative datasets to avoid bias. AI systems are only as good as the data that trains them.
- Put in place frameworks for fairness, transparency, and compliance.
- Make sure employees and stakeholders understand how and why AI systems arrive at decisions.
- Ensure this explainability (why AI decisions are made) in sensitive areas such as recruitment or redundancy.

Maintain human oversight

- Critical HR decisions—such as hiring, redundancy selection, and promotions—benefit from human oversight to ensure fairness, accountability and context.

- Humans can help ensure fairness and accountability, especially when decisions face legal or ethical scrutiny.

“The future of work is not just about technology—it’s about people, culture, and creating a workplace that adapts to change.”

Adopt AI for “good work”

- AI should augment, not replace, human work.
- AI should improve roles by eliminating repetitive tasks, freeing time for meaningful, human-centred work.
- Prioritize roles that are meaningful and people centred.
- Use AI to create equitable opportunities, not deepen inequalities—especially in hiring or performance evaluations.

Prepare for regulation

- Stay informed on global legislation such as the EU AI Bill.
- Take an active role in shaping ethical AI practices by developing clear guidelines and supporting training with AI tools.
- Work with legal and IT teams to ensure transparency, governance and fairness.

Prepare for the blended workforce

- Invest in essential human skills such as adaptability, resilience, and critical thinking.
- Prioritize training programmes that empower employees to thrive alongside AI.
- Ensure seamless integration of AI tools into workflows, creating environments where humans and AI complement each other’s strengths.

2. Skills and productivity: Solve the growth puzzle

Skills shortages, which result in unfilled vacancies and productivity losses, come at a significant cost to the US.

The workforce is at a critical crossroads.

As tech accelerates and job roles evolve, skills gaps continue to widen.

According to the World Economic Forum’s Future of Jobs Report, [60% of the workforce will require reskilling or upskilling](#) to remain relevant over the next five years.

Unlocking performance requires a laser focus on developing people and removing systemic barriers to growth.

Without proactive skills development, you risk falling behind in innovation and competitiveness.

You must take a strategic, long-term approach to upskilling rather than relying on short-term fixes to bridge capability gaps.

Line managers are the backbone of work productivity.

They set the tone for teams, identify barriers to performance, and nurture growth.

Yet, many line managers are undertrained for this pivotal role, lacking the tools and skills to lead their teams effectively.

Key actions HR leaders can take

Close critical skills gaps

- Invest in targeted reskilling and upskilling programmes.
- Continually evaluate workforce skills to identify gaps and anticipate future needs.
- Offer training programmes aligned with both employee aspirations and business goals.

Empower line managers

- Equip managers to support growth mindsets and provide psychologically safe environments.
- Train them to hold open, adult-to-adult conversations about development and wellbeing.
- Build a culture where continuous learning is the norm, encouraging employees to change and take new opportunities.

“Organizations that prioritize employee well-being, flexibility, and continuous learning will be better equipped to attract and retain top talent.”

Address productivity barriers

Put in place tools and policies to prevent burnout, ensuring manageable and sustainable workloads.

Empower teams with flexibility—whether in schedules, remote work options, or adaptive working environments—to boost focus and output.

Track return on investment on skills initiatives

Measure progress to ensure tangible performance improvements.

3. Employee experience: Beyond yoga and fruit bowls

Employee experience isn't only about perks such as free snacks, yoga classes, or flashy office spaces.

While those can improve the workplace environment, they don't address the deeper needs of today's workforce.

Providing meaningful benefits—such as flexible working arrangements and mental health resources—supports employees at work and in their broader lives.

Relieving financial stress is a critical area that directly impacts employee wellbeing and productivity.

Research highlights that financial insecurity is [strongly linked to poor mental and physical health](#), particularly among lower-income workers.

Creating meaningful employee experiences needs a focus on engagement, value, and holistic support that makes people feel seen, heard, and motivated to perform their best.

And what are the benefits of a solid employee experience?

- A strong employee experience is a strategic imperative if you want to see higher productivity where engaged employees will outperform disengaged employees.
- Employees who feel valued are far less likely to leave, reducing costly turnover.
- Delivering a positive, tailored, consistent employee experience is critical to attracting and retaining top talent.

Key actions HR leaders can take

Design impactful benefits

- Consider whether empowering people to balance personal and professional responsibilities through adaptable working hours could work for your organization.
- Consider offering hybrid and remote work to accommodate diverse lifestyles and preferences.
- Provide tools such as salary-linked savings, financial literacy training, and personalized benefits to alleviate financial stress among employees.
- Focus on benefits that genuinely improve employees' lives, such as childcare support, mental health resources, or reskilling opportunities.

Support through line managers

- Train managers to prioritize flexibility, autonomy, and trust. Encourage flexible work, manageable workloads, and healthy boundaries.
- Foster psychological safety to encourage honest conversations about workloads and wellbeing.
- Equip managers with the skills to deliver open, constructive development conversations focusing on employee skill sets, aspirations, and opportunities.

Move beyond perks

- Reassess wellness initiatives to ensure they deliver genuine value and return on investment.
- Consider offering comprehensive support, including stress management resources, burnout prevention initiatives, and open conversations about mental health beyond basic counselling.

4. Navigating change: Lead through uncertainty

From rapid tech advancements and shifting workforce expectations to legislative changes, modern business is in a constant state of transformation.

Part of the HR function's role is to support organizations in navigating uncertainty, reducing disruption, and building workforce resilience as much as possible.

Retaining talent, maintaining growth, and remaining competitive will undoubtedly help.

Again, remember that your line managers will have a significant role in helping employees adapt to change.

As the bridge between leadership and teams, they must be equipped to lead with clarity, empathy, and confidence.

Key actions HR leaders can take

Equip line managers to lead change

- Equip line managers with training and tools to deliver consistent, empathetic communication while supporting team resilience and engagement.
- Encourage managers to communicate, support morale, and celebrate small wins.
- Give managers the power to proactively address employee

concerns, offer flexibility, and provide tailored work solutions.

Prioritize communication

- Keep employees informed about key organizational developments to prevent speculation and misinformation.
- Hold regular company meetings, Q&A sessions, and feedback surveys to ensure inclusive and transparent communication.

Stay agile with legislation

- Monitor and adapt to legislative changes to remain compliant and supportive.
- Work closely with legal and compliance teams to adapt processes, policies, and contracts accordingly.
- Provide clear guidance on new regulations to ensure understanding and compliance.

5. Leading responsibly: Ethical and inclusive leadership

Today, ethical leadership is essential.

Leaders must balance delivering business results with their duty of care to employees—ensuring fairness, inclusion, and wellbeing.

This isn't just the right thing to do; it's good for business.

Prioritizing diverse recruitment pipelines can significantly enhance business performance.

Research shows that companies with [higher gender diversity are 25% more likely to achieve above-average profitability.](#)

Diverse teams drive innovation, and employees who feel supported are more engaged, productive, and loyal.

As tech advancements and workforce expectations evolve, ethical leadership helps organizations stay resilient, create trust, and build the skills needed for future success.

Make people-centred decisions

When making changes—such as job restructuring or technology adoption—consider the human impact and take measures to mitigate disruption.

This builds trust and employee engagement, and reduces resistance to change, ensuring smoother transitions and better long-term outcomes.

Champion transparency

Prioritize clear, honest communication.

Being transparent about challenges, decisions, and outcomes builds trust and credibility with your employees and stakeholders.

“HR leaders must take a proactive role in shaping a future-ready workforce by embracing digital tools and fostering an agile mindset.”

Address external pressures and don't backslide

Global issues ask for an agile leadership that is fair and responsible.

Economic uncertainty in recent years has deprioritized many diversity, equity, and inclusion (DEI) initiatives, with some organizations scaling back spending and sidelining promises made during times of stability.

Rebuilding trust

Recommit to DEI as a non-negotiable priority, not just during stable times but especially in moments of change and challenge.

Ethical leadership is about consistent action, ensuring DEI is embedded in decision-making processes, policies, and culture and not treated as a standalone initiative.

Key actions HR leaders can take

Embed DEI into leadership

- Train leaders to prioritize DEI as a core leadership skill. Make equity, diversity and inclusion integral to decision-making and team management.
- Link performance reviews to DEI progress to keep leaders focused on meaningful change.
- Match the metrics with qualitative assessments and long-term goals to avoid superficial behaviours and ensure they reflect your organization's values.

Balance business needs with fairness

- Create policies that balance performance with employee wellbeing.
- Review hiring processes to ensure they align with DEI policies and promote equity at every stage.
- Evaluate job descriptions, application procedures, and interview formats to identify and eliminate potential biases.
- Train hiring managers on unconscious bias and equitable decision-making.
- Provide tools and resources to help managers make fair, consistent, and informed hiring decisions.
- Audit progression and restructuring practices to confirm they are transparent, merit-based, and bias-free.

- Review promotion criteria, evaluations, and redundancy processes to ensure fairness and inclusion.

Ensure ethical transitions

- Work with leaders to create people-focused strategies during AI and role changes to build trust and maintain morale.

Redesign recruitment for fairness

- Audit your hiring practices to identify and remove bias and ensure they are transparent, equitable, and inclusive.
- Prioritize diverse recruitment pipelines to drive long-term representation.

Foster trust through transparency

- Set clear expectations for ethical leadership behaviours.
- Work with your organization's leaders to develop a framework for ethical leadership they can own and champion.
- Foster open communication to build trust and hold leadership accountable.
- Implement tools such as employee surveys, which allow individuals to share feedback anonymously.
- Use 360-degree feedback systems to create a structured approach for evaluating leaders from multiple perspectives.

Final thoughts

The workplace of 2025 presents a powerful opportunity.

By ethically embracing AI, addressing the skills gap, and prioritizing employee experience, you can build something that keeps people at the heart of every decision.

The future of work is here, [but it's still about people first.](#)

"Studies have shown that employees

want managers who are engaged, who are coaches versus supervisors," says Marjorie Powell, chief human resource officer at AARP.

Start by focusing on one key area—whether embedding DEI, managing AI, or enhancing employee experience—and build momentum toward a thriving, people-first workplace.

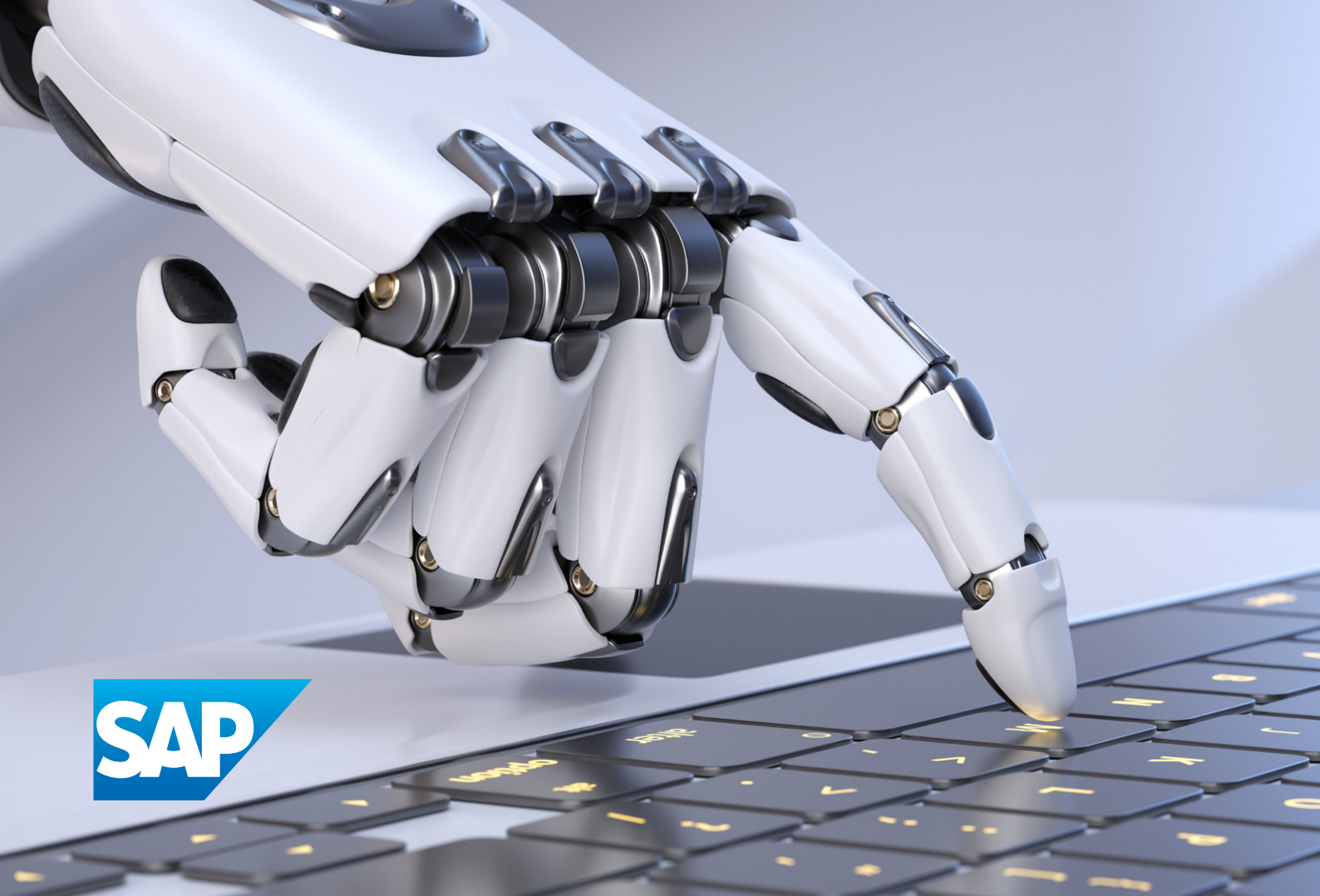


About Stacey McIntosh

Stacey McIntosh is the editor-in-chief of Sage Advice UK. He has more than 18 years of editorial, PR and social media experience and has worked across print and online for national newspapers, magazines, PR and marketing agencies including Metro, GQ, Men's Fitness, International Business Times UK and Cool Blue.

About Sage

Sage exists to knock down barriers so everyone can thrive, starting with the millions of small- and mid-sized businesses served by us, our partners, and accountants. Customers trust our finance, HR, and payroll software to help business flow. By digitizing business processes and relationships with customers, suppliers, employees, banks and governments, our digital network connects SMBs, removing friction and delivering insights. Knocking down barriers also means we use our time, technology, and experience to tackle digital inequality, economic inequality, and the climate crisis. Learn more at www.sage.com/en-us/.



Transforming Customer Support With Artificial Intelligence

Customer support is one of the cornerstones of a successful business, yet it remains one of the most complex and demanding areas of the knowledge economy. It requires synthesizing vast amounts of information — including customer business needs, industry specifics, technology, and governance — into actionable insights.

At SAP, we've harnessed the power of artificial intelligence (AI) and other data-driven technologies to revolutionize customer support, turning it into a seamless, efficient, and value-added experience.

The Evolution of the Knowledge Economy

Beyond resolving everyday challenges, we continue to serve our customers as true business partners, collaborating with them to help them achieve their broader business goals. While we live in a knowledge economy, where economic value is derived from that

knowledge and how we apply it, this paradigm is changing. As humans, our role in the economy is evolving as AI systems increasingly replicate human cognitive skills — retrieving and using the right knowledge at the right time.

In this new paradigm, success will be determined not by how much you know, but by how effectively you can allocate and manage resources to get work done. In customer support, this means moving from simply resolving issues to orchestrating AI tools and human expertise to deliver optimal outcomes.

AI, including [generative AI](#), becomes a collaborative partner, enabling support teams to allocate resources efficiently and focus on higher-value tasks. Recognizing this paradigm shift, we go beyond resolving everyday challenges and serve our customers as true business partners, collaborating with them to help them achieve their broader business goals — as the world changes.

“AI is not just transforming customer support — it’s redefining how businesses build stronger, more personalized relationships with their customers.”

AI Is the Perfect Partner for Customer Support Transformation

At SAP, AI is built into core business processes of customers, connecting finance, supply chain, procurement, sales, marketing, human resources, and IT. Data-driven technologies such as AI, robotic process automation (RPA), and process mining elevate support experiences for our customers. They do it by simplifying support access, addressing complex scenarios using AI agents, and enhancing automation to increase efficiency while delivering personalized solutions, as well as taking advantage of system metrics and process insights.

The Customer Support & Cloud Lifecycle Management organization at SAP also drives AI innovation to analyze process metrics collected from the customer’s systems to evaluate efficiency, bottlenecks, and opportunities for improvement; improve processes using domain-specific machine learning models; and build AI solutions that can be integrated into applications used in a business process or scenario.

Generative AI: Elevating Customer Support

Generative AI has been a game-changer for customer support. It empowers our support teams by enhancing the quality and speed of outcomes and enabling more personalized recommendations for customers. It also opens new possibilities for orchestrating AI services in combination with AI agents.

AI agents streamline support processes by automating time-consuming tasks, such as retrieving and assessing information, while enabling human-machine collaboration. This allows support professionals to focus on improving both customer satisfaction and operational efficiency.

Real-World Impact: AI Use Cases in Customer Support

SAP has developed more than 50 AI-driven use cases, showcasing the transformative power of AI in customer support. These include:

- **Precise and fast generative AI-infused recommendations** appear for customers while they type their requests. Customers also benefit from proactive recommendations on trending content and preventative recommendations like system health checks.

- **Smart ticket routing** ensures support tickets reach the right experts, quickly.
- **Proactive issue identification** detects and addresses potential problems before they escalate.
- **Internal workflow enhancements** deliver efficiency gains from workflows such as intelligent search, automated error categorization, clustering of tickets with the same root cause, or expert swarming for complex issues.

Other generative AI capabilities include summarizing tickets, assisting in knowledge creation, and improving communication with customers.

These advances not only elevate support experiences for SAP customers, but also create significant efficiencies for our support engineers.

“By leveraging AI-powered insights and automation, companies can deliver faster resolutions, reduce support costs, and create exceptional customer experiences.”

The SAP Advantage

SAP's AI-driven support strategy is structured around three key pillars:

1. **Capturing business opportunities with domain-specific AI models:**

By leveraging our domain expertise and historical data, we design machine learning models tailored to specific support challenges. These models enable precise and actionable recommendations.

2. **Gathering real-world process insights:**

Using tools like SAP Signavio, we capture and analyze detailed process insights. This provides a solid foundation for identifying improvement opportunities.

3. **Building and integrating AI solutions:**

We integrate AI-driven solutions into existing workflows, ensuring seamless application and measurable impact. Process insights guide ongoing refinements and enhancements.

4.

And the numbers speak for themselves: SAP's AI support scenarios are called up more than 1 million times by our customers on an average day. More than 35,000 end users use our AI capabilities per month.

The Road Ahead: Human-Machine Collaboration in Support

The future of customer support lies in human-machine collaboration. By combining the analytical power of AI with human expertise, we can deliver unparalleled support experiences. AI agents will play a pivotal role in this transformation, assisting with things like ticket triage, data analysis, and troubleshooting, thereby enabling support teams to focus on strategic activities. As AI continues to evolve, these agents will become even more capable of providing real-time insights and proactive solutions to anticipate customer needs before they arise.

SAP's commitment to AI-driven innovation ensures that we remain at the forefront of customer support transformation. By continuously evolving our AI capabilities, we are

setting the stage for a new era of value-driven, scalable, and efficient customer support.

But there is one thing that AI will never replace: the empathy, care, and passion of our support teams, ensuring every customer feels supported as we solve their challenges together. The future of customer support lies in blending AI's analytical power with human expertise. By working together, we're setting a new standard for customer success.



About SAP

As a global leader in enterprise applications and business AI, SAP (NYSE:SAP) stands at the nexus of business and technology. For over 50 years, organizations have trusted SAP to bring out their best by uniting business-critical operations spanning finance, procurement, HR, supply chain, and customer experience. For more information, visit www.sap.com.





What Is Cloud Computing? Navigating the Cloudscape of Computing Power

From development tools to business applications, cloud computing helps businesses explore efficiency and innovation. Transform your business with top-tier scalable resources to seamlessly access, store, and manage your data from anywhere.

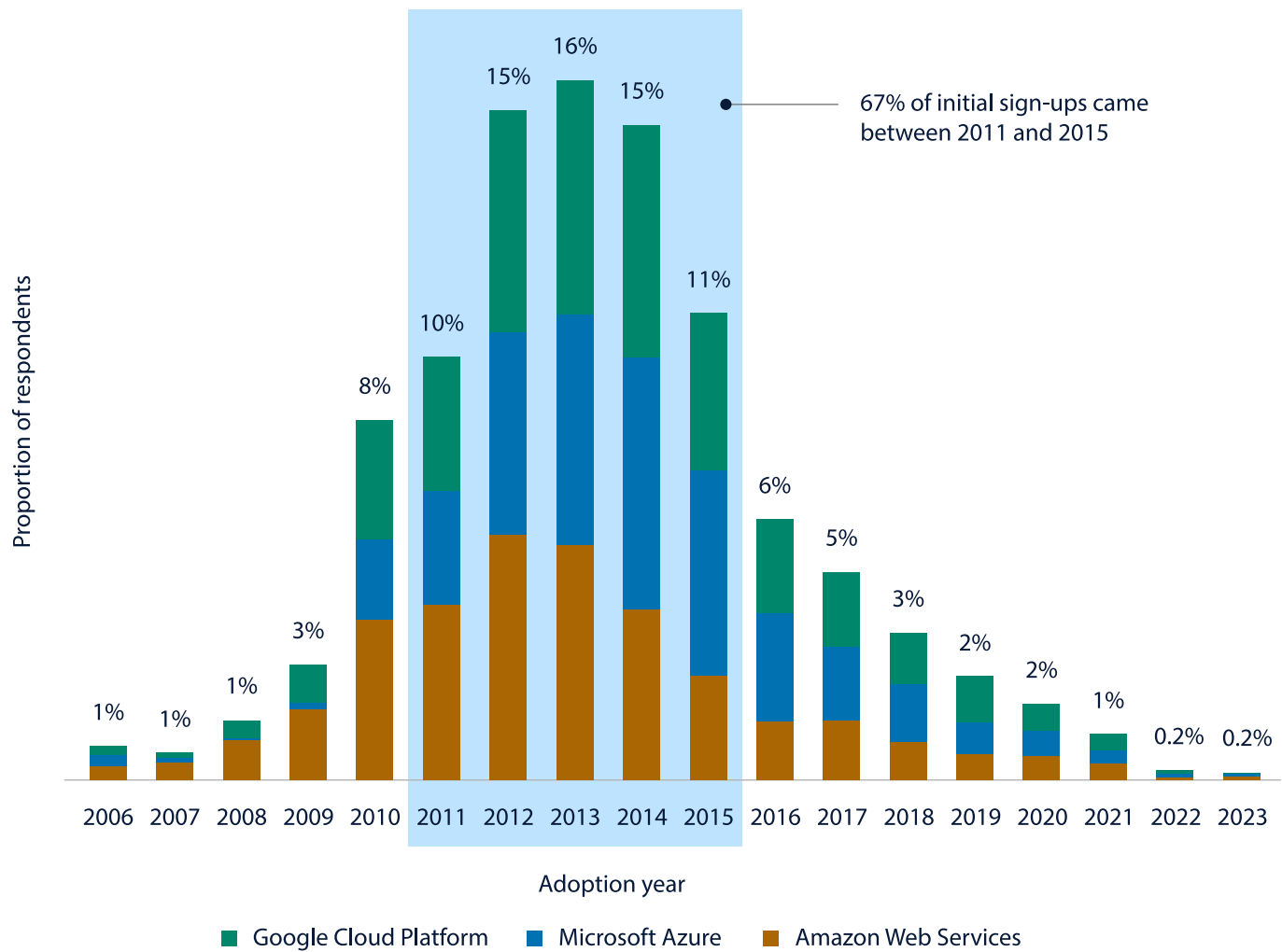
Cloud computing defined

Cloud computing is an on-demand access to a pool of computing resources – like development tools, applications, servers, data storage, networking capabilities, and more – over the internet. Rather than investing heavily in IT infrastructure and resources, cloud computing helps access and use these resources on a pay-as-you-go basis. This facilitates speed, flexibility, and scalability that can help businesses innovate, evolve, and grow.

Cloud computing services can support seamless collaboration, data storage, application development,

and innovation to effectively navigate today's dynamic and interconnected landscape.

Nearly [65%](#) of modern organizations now rely on three or four cloud providers to support their business operations, while [73%](#) of the executives believe cloud migration has been highly effective for their business. However, despite increased investment in cloud computing, utilization has yet to match up, as companies have [over \\$300 billion](#) in unused cloud commitments. It is crucial for companies to rationalize cloud spend and gain control over security and governance to capitalize on the potential of cloud computing services.



Types of cloud computing

We can categorize cloud computing according to deployment and service models as follows:

Deployment models

- Private cloud
- Public cloud
- Hybrid cloud
- Multicloud
- Polycloud

Service models

- Software as a service (SaaS)
- Function as a service (FaaS)
- Platform as a service (PaaS)
- Infrastructure as a service (IaaS)

Each business is unique, and so each decision about which approach to use will also be unique, based on operational requirements and understanding the pros and cons of each approach.

Let's delve deeper into different cloud computing services to explore how they can support various business functions.

Here are some key differences between different cloud models:

Deployment models

Private cloud

A private cloud is dedicated solely to a single organization for greater control, customization, and data security. Private clouds are typically located on-premises and come with the high costs and resource limitations of a traditional IT environment. A private cloud computing model is ideal for businesses that have to navigate stringent data security and compliance requirements and need better control over their data and IT resources.

Public cloud

A public cloud is IT infrastructure owned and run by a third-party cloud service provider – like Google Cloud, Amazon Web Services, IBM Cloud, or Microsoft Azure. You can access public cloud resources – such as storage, network, applications, and develop-and-deploy environments – over the internet, where multiple tenants share the available environments and resources. Although public clouds are typically run off-premises, some cloud service providers offer public cloud services on clients' on-premises data centers.

A public cloud model is beneficial for businesses looking for flexibility, scalability, and cost-effectiveness to deploy web applications or development environments.

Hybrid cloud

A hybrid cloud computing model combines the features of both private and public clouds, where the cloud environment comprises at least one private cloud and one or more public clouds. It creates a network of multiple separate – and connected – environments, allowing you to choose from the resources and services from different cloud deployment models - [leveraging the hybrid capabilities of public and private cloud](#).

A hybrid cloud environment can suit businesses that want to benefit from the flexibility and scalability of public cloud while maintaining sensitive data and workloads in a private cloud environment.

“Cloud is no longer just an IT enabler—it’s a core business transformation driver.”

Multicloud

Another popular model is a multicloud environment, where businesses combine cloud services from two or more providers. The flexibility to choose between the cloud solutions best suited for business and the reduced risk of vendor lock-in has resulted in nearly [90%](#) of modern businesses adopting a multicloud environment.

A multicloud environment is ideal if you want to avoid vendor lock-in for the duration of your cloud contract, diversify risk, and select the best features from different cloud providers.

Polycloud

Budget constraints constantly challenge organizations to balance their infrastructure needs. For this reason, IT organizations implement ways of purchasing infrastructure, particularly for cloud-native platforms. Solutions like the [Infosys Polycloud Platform](#) allow corporations to buy, build and manage vendor-agnostic offerings in multiple hybrid cloud providers. The platform extends the hybrid model by incorporating multiple public clouds and on-premises infrastructure, providing greater flexibility and resource optimization, and creating a more adaptable and efficient cloud strategy. Additionally, it avoids vendor lock-in and guarantees portability across any provider’s infrastructures or data stores.

Different types of cloud computing services

Different cloud approaches are not mutually exclusive, and businesses can combine the features of one or more services at a time..

Here are the four main types of cloud computing services:

Infrastructure as a Service (IaaS)

Cloud service providers offering IaaS deliver on-demand access to virtualized infrastructure resources – such as virtual machines, storage, or networking components. However, the business is responsible for the ownership and management of any software assets necessary. This is ideal for businesses that do not want to carry the burden of physical hardware management

but need cost-effective and secure access to flexible and scalable infrastructure.

Platform as a Service (PaaS)

Unlike IaaS, PaaS providers offer both hardware and software resources necessary to develop, test, run, and manage cloud applications. It not only streamlines the application development process but also makes it simpler and more convenient, cost-effective, and efficient. Different PaaS providers offer varying levels of control and customization, allowing organizations the flexibility to customize solutions that best suit their specific needs.

Software as a Service (SaaS)

SaaS offers access to a full application stack over the internet. These are often ready-to-use applications, which users can access through a subscription. SaaS solutions – like email services, CRM software, or office tools – are cost-effective, accessible, scalable, and easy and quick to deploy. However, they are limited in terms of customization flexibility and data control and can present security concerns.

“Enterprises that harness the full potential of cloud gain agility, scalability, and innovation at speed.”

Function as a Service (FaaS)

Representing a shift from the traditional computing models, serverless computing – or function as a service (FaaS) – allows enterprises to focus on developing, computing, running, and deploying code without having to worry about maintaining server infrastructure.

[FaaS platforms](#) can help enterprises make their operations human-centric, future-ready, and seamless. Such serverless applications are often event-driven, enhancing the efficiency and scalability within the serverless computing environment. However, organizations need to navigate the challenges of limited infrastructure control and potential security concerns when opting for FaaS.

Top benefits of cloud computing

No matter the business model – B2B, B2C, or D2C – cloud computing offers advantages for businesses operating in today's digital-first and data-driven environment, from enhanced efficiency and scalability to accessibility and cost-effectiveness.

Cost efficiency

Cloud computing solutions eliminate the need for hefty upfront investments in owning and maintaining hardware and software infrastructure. The popular pay-as-you-go cloud model allows businesses to easily scale up (or down) cloud resources based on variable demand, optimizing the costs to operate within the cloud environment.

Scalability and flexibility

Cloud platforms offer scalability and flexibility when it comes to storage options, control choices, tool selection, and security features. Enterprises can quickly adjust the cloud resources you use as business requirements change. This offers

the agility required to cope with the changing workloads and dynamic working conditions and achieve optimal performance efficiency.

Accessibility and collaboration

Cloud services facilitate remote access to data and applications, offering enhanced accessibility regardless of device choices or the physical location of the team members, and helps foster collaboration among geographically dispersed global teams. With everyone having access to the same data, it ensures seamless communication between different team members and allows you to [redefine productivity](#) and enhance performance efficiency as well.

Security and compliance

Reputable cloud providers implement robust security measures and protocols, including data encryption and two-factor authentication, for greater data security and privacy. They also adhere to industry-specific compliance standards, helping enterprises manage cyber and data risks. Additionally, cloud backups mitigate the risks of data loss in case of technical failure.

“A successful cloud strategy must go beyond migration—it should be about modernization and reinvention.”

Automatic updates and maintenance

Cloud service providers relieve businesses of constant maintenance or updates (performance and security), which is time- and resource-intensive. This ensures that the applications and infrastructure you use are always up-to-date, secure, and compliant with relevant regulatory guidelines.

Challenges faced by enterprises in cloud adoption

Organizations embarking cloud adoption can encounter a range of challenges – from technical complexities to resistance to change. Identifying, understanding, and addressing these challenges can be pivotal to seamless cloud adoption.

Some of the major challenges to cloud adoption include the following:

Defining cloud migration goals

Setting clear cloud migration goals is one of the first steps – and often the biggest challenge – when it comes to cloud adoption. Understanding your business objectives and requirements is a crucial first step in building your migration plan.

Migration costs

Although it can offer many benefits in the long run, cloud migration can be costly in the short term. Almost [53%](#) of organizations struggle to monitor and manage their costs in the cloud environment.

Data security

Data security is a critical concern when it comes to cloud adoption, especially if you are relying on a public cloud deployment model. The lack of control over the infrastructure, data, and security protocols often hinders cloud adoption.

Selecting the right cloud service provider

With the number of providers available in the market, selecting the one right for your business can be challenging. You also run the risk of vendor lock-in, which can limit the tools and services you can access. Budget, available tools and services, security compliance, and manageability are some of the factors that can help enterprises choose the right cloud provider.

Lack of expertise

Cloud adoption and migration is often a complex and lengthy process. Without in-house expertise, you might find it challenging to manage your cloud migration and encounter resistance to change. However, the right cloud service provider can help businesses overcome this challenge by lending their expertise and experience.

Compliance

Modern businesses have to comply with local and global regulatory requirements when handling data. Companies operating under a strict compliance framework might find it challenging to migrate to the cloud as data has to be protected at rest and in transit.

Migration strategy

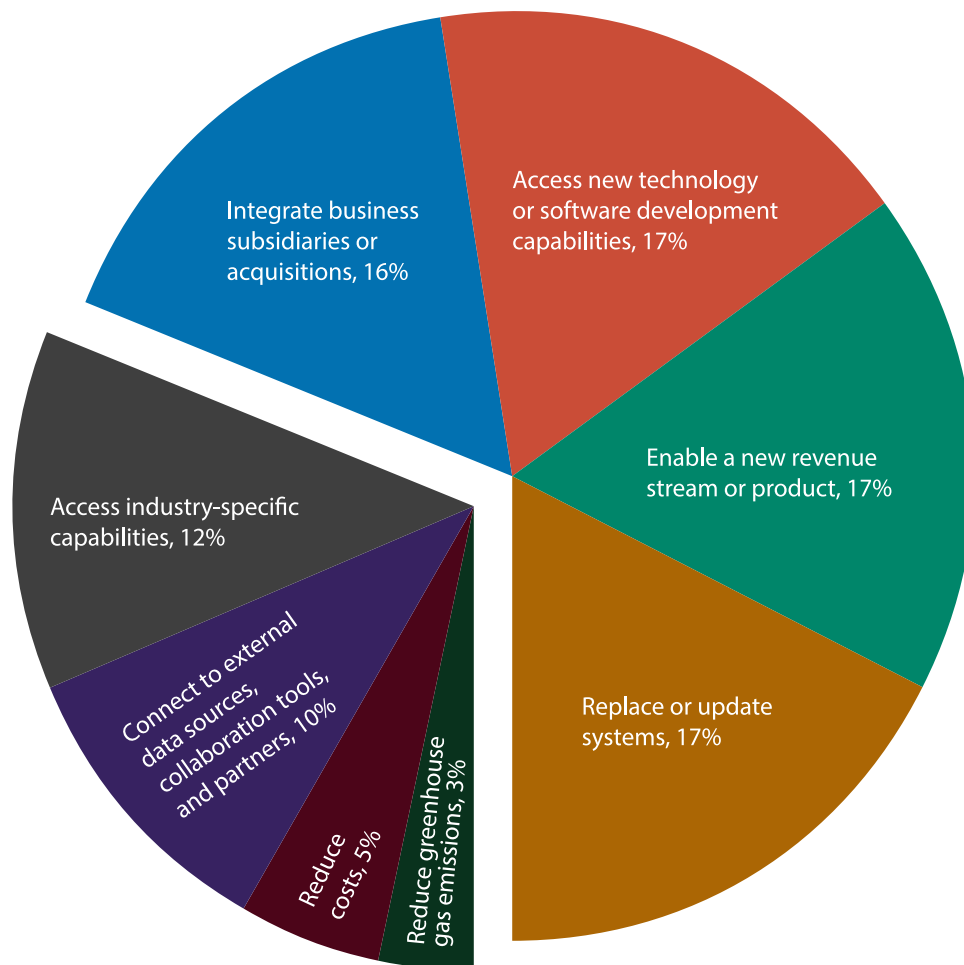
There is no one-size-fits-all solution when it comes to a migration strategy. You have to focus on your migration goals and business objectives when selecting the cloud deployment model and service best suited for your business, planning downtime, and managing training resources for your employees.

Post-migration performance monitoring

Performance concerns often hinder cloud adoption for many, with businesses facing challenges in

post-migration data security and monitoring capabilities. But using the right tools to build audit trails and visual dashboards can help you monitor and analyze the cloud performance.

Adopting best practices like focusing on planning, skill development, and collaboration can be significant first steps towards cloud adoption. Additionally, you can also prioritize data security and compliance, a hybrid multicloud approach, and continuous monitoring to overcome many of the cloud adoption challenges. However, working with cloud experts to understand and address unique cloud adoption challenges for your business can help eliminate any pain points and ensure a smooth cloud adoption journey.



Average relative importance

Cloud computing applications

The applications of cloud computing are endless, no matter the functional use or industry you want to focus on. Partnering with the right cloud expertise, such as [Infosys Cobalt](#), enables you to build and manage the right cloud solutions for your business.

Let's look at the top applications across different functional areas.

Collaboration and communication

One of the fundamental applications of cloud computing stems from its accessibility feature – data, applications, or enterprise resources – without the limits of device or physical location. This is crucial in today's global workplace, where seamless collaboration and communication between teams across international markets is critical. Cloud makes it possible for teams to collaborate and communicate without any barriers, enhancing the productivity of multinational workplaces.

“Cloud-first businesses are able to pivot faster, personalize customer experiences, and unlock new revenue streams.”

Data analytics and business intelligence

Cloud applications help businesses to facilitate data-driven decision-making through access to advanced analytics and business intelligence tools. Such tools can parse large quantities of data to identify patterns and find insights that can add value to the business.

Custom dashboards and data visualization

tools in cloud applications monitor various key parameters and custom-defined business metrics, providing a detailed snapshot of performance indicators for review and analysis.

Application development and testing

Cloud applications also accelerate application development cycles by creating an agile testing and development environment. The cloud makes creating such environments cost-effective while making the resources – physical and virtual – available instantaneously. This can streamline the application development and testing process, reducing the time-to-market while enhancing the overall software quality.

These applications find their place across multiple industries as well, including:

Healthcare

Cloud solutions are bringing digital transformation to the healthcare sector through seamless interoperability, secure data storage, and access to advanced analytics tools. Easily accessible centralized healthcare records, real-time cloud applications allowing interactions between healthcare institutions and patients, and advanced analytics tools to improve clinical diagnosis accuracy can make healthcare more effective.

Read our case study on how the Infosys Polycloud Platform [transformed the IT operations of a managed healthcare services provider](#) through a digital command center to overcome challenges including the inability to track performance metrics and lack of visibility into operational efficiency.

“Sustainable cloud adoption demands a balanced approach to technology, talent, and culture.”

Financial services

The modern financial industry has to deal with vast amounts of data to assess risk, offer personalized services to their customers, and comply with national and international regulatory standards. Cloud computing applications can transform the way we look at financial services, helping ensure compliance, security, and scalability as financial institutions continue to grow.

For example, a company offering post-trade market infrastructure services has been able to reduce its MTTR by 80% in a multicloud environment. Overcoming the challenges of lack of visibility, sub-par analytics capabilities, and semi-automated infrastructure management, the company was able to leverage a virtual command center to enhance observability and root cause analysis to enable incident prevention.

Retail and e-commerce

Cloud also makes it easier for retail and e-commerce businesses to monitor and administer their operations, keeping track of everything from order details and delivery tracking to inventory management and company costs. The scalable and flexible cloud solutions can also enhance customer experience.

Manufacturing

Cloud applications can support smart manufacturing solutions to drive manufacturing efficiency. Additionally, they help break down the data silos and optimize and eliminate bottlenecks in supply chains to make them more efficient.

In the manufacturing sector, the Infosys Polycloud Platform facilitated the development of a unified IT infrastructure to help [boost incident management at an EPC company](#). Leveraging automation solutions, the Polycloud Platform was able to provide smart monitoring and proactive reporting to minimize disruptive alerts and enhance incident management.

Education

The education sector has been adopting technology and cloud solutions to make knowledge more accessible to students. Cloud-based e-learning tools are making it easier for teachers to interact with students, facilitate collaboration, and make sure educational resources are available to students around the globe.

Although these are just some of the applications of cloud computing, they demonstrate the potential of cloud solutions and the deep expertise of Infosys in leveraging cloud environments to address unique needs, drive innovation, and boost efficiency across various industries.

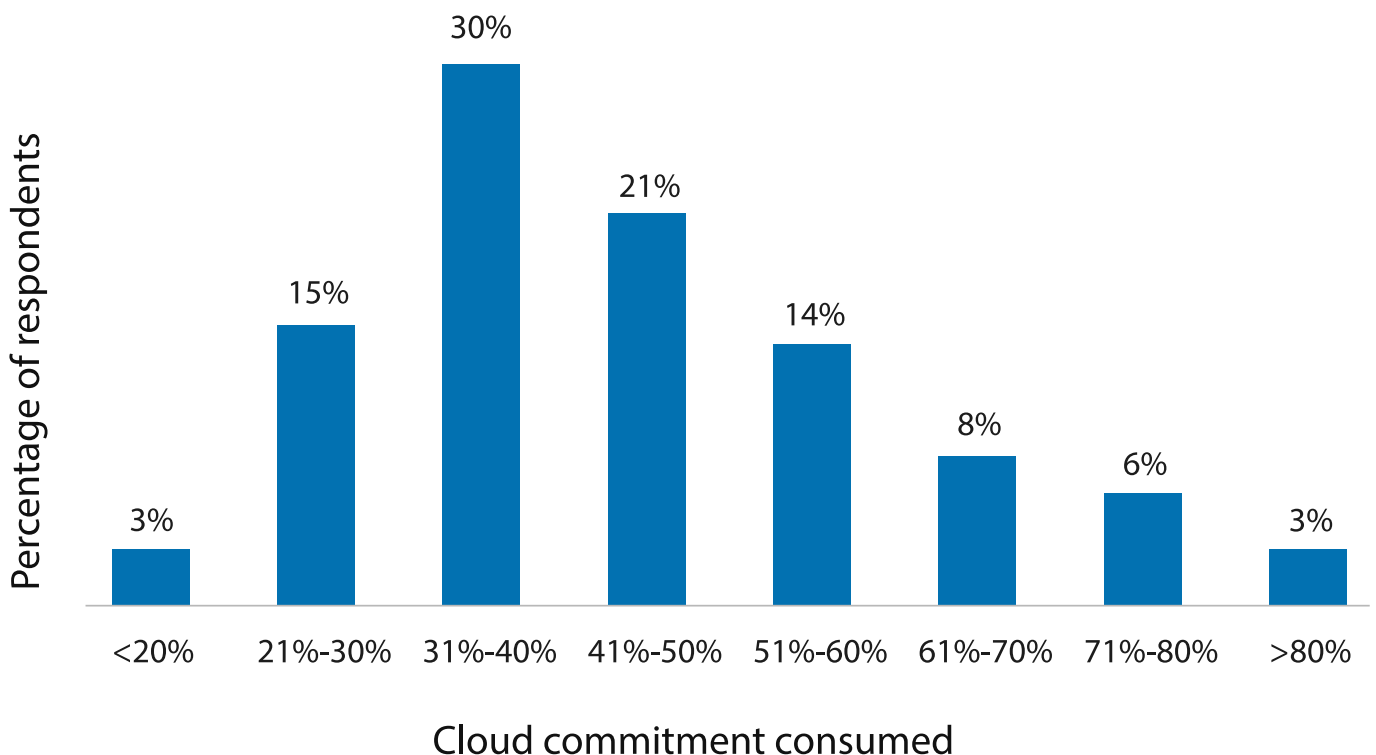
Cloud security and its importance

Cloud security is a set of protocols, procedures, and technologies to address internal and external threats. As more businesses migrate to the cloud, ensuring robust cloud security and governance protocols has become imperative to mitigate risks, protect sensitive data and

applications, and safeguard the cloud infrastructure against ever-evolving cyber threats. However, [43%](#) of the organizations lack policies to govern cloud deployment effectively.

Effective cloud security protocols are not only essential for protecting data from unauthorized access, but they are also crucial for regulatory compliance and avoiding legal and reputational repercussions. Additionally, they help manage and mitigate the risk of cyber-attacks and service disruptions while building overall resilience and accountability into your processes by ensuring effective identity and access management.

As a global leader in digital services, Infosys can help you navigate the modern cloud security challenges with [hybrid cloud security solutions](#).



Future of cloud computing and emerging technologies

The prevailing perception of the cloud as solely a technological platform is expected to change significantly by [2027](#). Cloud computing will evolve beyond just a method for delivering applications: it will become a primary catalyst for driving business innovation. As digital organizations rely heavily on [technology for competitive operations and customer experiences](#), the cloud will continue to occupy a central role in both existing and upcoming technological advancements. Here are some key emerging technologies that are likely to play a pivotal role in shaping the [future of cloud computing](#) and present exciting opportunities for businesses in the future:

Edge computing

The evolution of edge computing has brought data processing closer to the source, reducing the vulnerability of cloud services to internet connectivity disruptions. Edge computing can offer benefits like reduced latency, increased resilience, and improved security.

Serverless computing

Serverless computing is an emerging trend with the potential to transform how we host applications and services. Here, the cloud provider manages the hardware dynamically, enabling the organization to focus on code development, which would be executed in response to an event. Although it is in its early stages, serverless computing has the potential to be one of the most scalable and cost-effective ways to access cloud services.

AI and machine learning integration

Cloud environments are increasingly integrating AI and machine learning solutions into their data analytics tools to help identify patterns and trends in data to derive valuable insights. As these tools evolve and become more efficient, the integration of AI and machine learning in cloud computing will continue to grow.

Green cloud

The extensive power, cooling, and physical infrastructure requirements of cloud computing have a significant environmental impact. As a result, cloud providers are looking for ways to address aspects of energy savings, e-waste management, and tackling the effects of climate change. With emerging environmentally responsible business practices, the rise of the green cloud is imminent.

Key takeaways

Cloud computing is a key part of any enterprise's digital ecosystem, offering agility and efficiency while providing access to transformative technologies. Different deployment models and services cater to individual business needs, enabling cost efficiency, scalability, and productivity. Despite challenges like defining migration goals and ensuring data security, partnering with experts can facilitate a seamless transition to the cloud, unlocking its full potential for businesses across various industries.

Explore our [cloud offerings](#).





The Evolution of IT Operations and Opsgenie

Learn about our new IT Ops capabilities, and what they mean for Opsgenie.

We're committed to bringing our customers the best possible solutions to keep their teams connected, and their businesses running. That's why Atlassian acquired Opsgenie in 2018: to help customers run their most critical services with best-in-class alerting and on-call management.

In 2020 we launched Jira Service Management, uniting IT, development, and business teams on a single platform to deliver outstanding service experiences. Today, we're taking an important next step by announcing the full

transition of Opsgenie's capabilities into the Atlassian platform to better serve your needs.



Article by
Vivek Iyer,
Head of Product, IT Operations

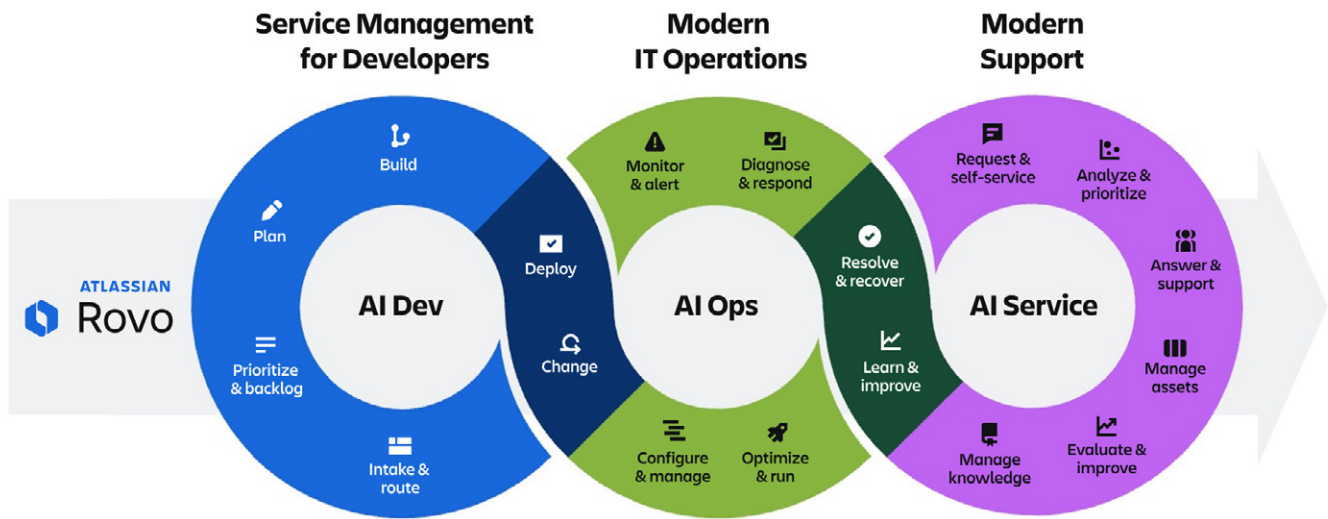


Our vision for modern operations

Over the last few years, we've built Opsgenie's operations capabilities into the Atlassian platform—shared across both Jira Service Management and Compass—to deepen the connection between your development and IT operations teams.

In this transition, we've embedded operations capabilities into Jira Service Management, creating a complete incident management solution. This allows customers to prevent more incidents, resolve incidents faster, and enhance productivity with AI-powered

features on the Atlassian platform. And by bringing alerting and on-call features into Compass, DevOps teams can now enjoy context-rich alerting integrated within a comprehensive internal developer platform.



Customers who need an end-to-end ITSM solution can find one in Jira Service Management, and the powerful platform features that come along with it. Meanwhile, development-focused teams can easily track components with advanced alerting and on-call management in Compass. Together, this forms a complete modern IT operations platform: one that connects development, IT, and support teams in a way that only Atlassian can. We're continuously enhancing this platform with AIOps capabilities like AI-driven alert grouping, automated alert resolution, automated PIR creation, and more, empowering your team to efficiently detect, prevent, and resolve incidents.

What's next for Opsgenie customers

Starting today, there are two options for Opsgenie customers: move to Jira Service Management for robust end-to-end incident management, or move to Compass for alerting and on-call management alongside an intuitive software component catalog.

We will be reaching out via email to provide a tailored recommendation for each Opsgenie site, highlighting the best fit for your team. This way, you can confidently choose the option that suits your needs. No matter which migration path you choose, you'll be supported by a personalized in-product migration tool to guide you through a seamless

transition. You can see a preview of this migration process, and learn more about planning your own migration by exploring [our Opsgenie migration resources](#).

"Modern IT operations are shifting from reactive problem-solving to proactive value creation — empowering teams to innovate faster and deliver better outcomes."

As you prepare for this transition, please keep these key milestones in mind:

- **Opsgenie end of sale – effective June 4th, 2025:** Starting on this date, you'll no longer be able to purchase or sign up for Opsgenie. This applies to purchases directly from Atlassian (on atlassian.com, or from the Atlassian sales team) as well as partners and resellers. Edition upgrades and downgrades will not be available after this date, though renewals will still be allowed after this date, so long as the subscription term ends before the end of support date below.
- **Opsgenie end of support – effective April 5th, 2027:** On this date, access to Opsgenie will be shut off, and the product will no longer be accessible. Any unmigrated data in Opsgenie will also be deleted at this point.

You can [read more about the migration process on Atlassian Community Forums](#), or [visit our FAQ](#) for more information on how to plan your next steps.

A thank you to our Opsgenie customers

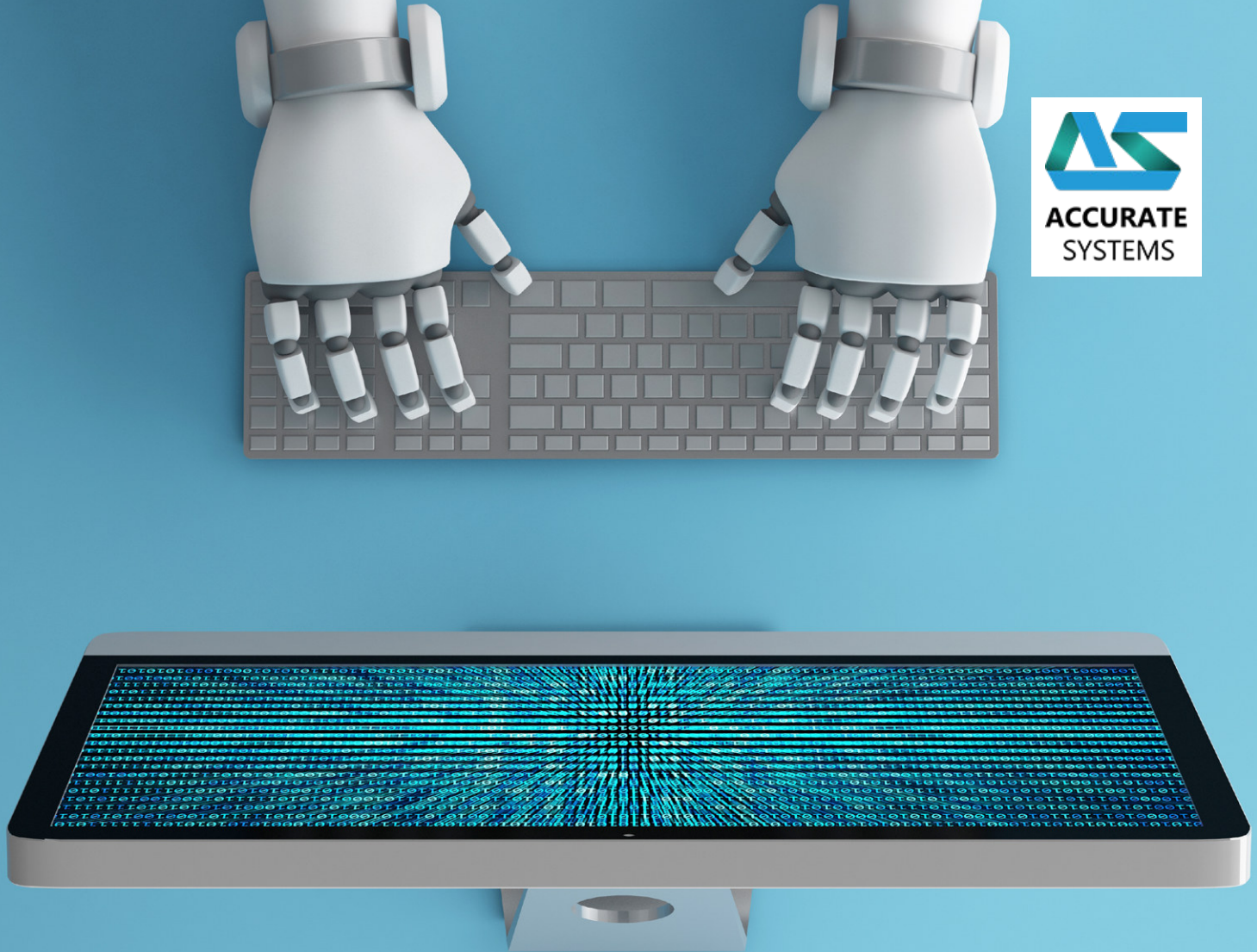
We recognize the significance of this transition for our Opsgenie customers, and are committed to supporting you through the migration process. Thank you for trusting us with your team's most critical work since Opsgenie's founding in 2012. We remain committed to bringing you best-in-class solutions to help your teams work better, together to keep your critical services running. Thank you for being part of this journey with us.



About Atlassian

Atlassian unleashes the potential of every team. Our agile & DevOps, IT service management and work management software helps teams organize, discuss, and complete shared work. The majority of the Fortune 500 and over 300,000 companies of all sizes worldwide - including NASA, Tata Consultancy Services, Infosys and Salesforce - rely on our solutions to help their teams work better together and deliver quality results on time. Learn more about our products, including Jira, Confluence and Loom at <https://atlassian.com>.





AI-Driven Adaptive Workflows in ERP Systems: Optimize Processes with Real-Time AI Insights

Businesses today need agility and efficiency to stay competitive. Traditional ERP systems provide structured workflows but lack real-time adaptability. AI-driven adaptive workflows revolutionize ERP by leveraging artificial intelligence (AI), automation, and real-time data to optimize business operations dynamically. This article explores how AI-powered ERP workflows enhance efficiency, improve decision-making, and drive digital transformation.

What Are AI-Driven Adaptive Workflows in ERP?

AI-driven adaptive workflows in Enterprise Resource Planning (ERP) systems are intelligent, self-learning processes that adjust dynamically based on real-time data, user behavior, and business needs. Unlike static workflows, AI-powered ERP automation optimizes processes using machine learning (ML), predictive analytics, and intelligent decision-making.

Key Features of AI-Driven ERP Workflows

1. Real-Time Data Processing & Analytics

- AI-powered ERP systems analyze data from multiple sources (IoT, CRM, financial records, supply chain, etc.).
- Real-time insights enable proactive decision-making and faster response times.

2. Machine Learning & Predictive Analytics

- AI-driven ERP continuously learns from past data to optimize workflow efficiency.
- Predictive analytics forecast demand, prevent disruptions, and reduce costs.

3. Dynamic Process Automation

- AI automates ERP workflows, reducing manual tasks in finance, HR, procurement, and inventory management.
- Adaptive triggers allow instant workflow changes based on real-time data.

4. Decision Intelligence & Prescriptive Insights

- AI-powered ERP systems provide actionable insights and data-driven recommendations.
- Prescriptive analytics optimize resource allocation, financial planning, and supply chain efficiency.

5. Seamless ERP Integration

- AI-driven workflows integrate with finance, HR, CRM, inventory, and compliance modules.
- Cloud-based ERP automation ensures scalability and connectivity across departments.

Benefits of AI-Driven Adaptive Workflows in ERP Systems

1. Increased Productivity & Efficiency

- AI reduces manual effort, automating repetitive tasks in ERP workflows.
- Eliminates human errors, streamlining operations for better efficiency.

2. Real-Time Decision-Making

- AI-driven ERP enhances data visibility and enables proactive business decisions.

- Businesses react quickly to market trends, supply chain fluctuations, and customer demands.

3. Improved Customer & Vendor Experience

- AI-driven CRM integration ensures personalized customer interactions.
- Smart ERP workflows optimize order processing, inventory updates, and supplier collaboration.

4. Cost Savings & Resource Optimization

- AI-powered ERP minimizes waste, overstocking, and financial risks.
- Predictive analytics improve budgeting, forecasting, and financial planning.

5. Scalability & Business Growth

- AI-optimized ERP systems adapt seamlessly to business expansion.
- Cloud ERP automation ensures smooth operations across multiple locations.

Industry Use Cases for AI-Driven ERP Workflows

- Manufacturing: AI-driven ERP automates inventory control, predictive maintenance, and production planning.
- Retail & E-Commerce: AI-powered ERP manages real-time inventory, personalized customer recommendations, and automated order fulfillment.
- Finance & Accounting: AI-enhanced ERP automates invoicing, fraud detection, and risk analysis.
- Healthcare: AI-driven ERP streamlines patient management, compliance reporting, and medical inventory tracking.

- Logistics & Supply Chain: AI-powered ERP automates route planning, demand forecasting, and warehouse operations.

Challenges & Considerations

While AI-driven ERP workflows offer many advantages, businesses must address:

- Data Security & Compliance: Ensure AI-powered ERP solutions comply with GDPR, ZATCA, and other regulations.
- System Integration Complexity: Align AI with existing ERP platforms for seamless workflow automation.
- Change Management: Train employees on AI-based ERP enhancements for smooth adoption.

“AI-driven adaptive workflows in ERP systems enable businesses to optimize processes dynamically, using real-time insights to boost agility, efficiency, and decision-making.”

Conclusion

AI-driven adaptive workflows are transforming ERP systems, enabling real-time automation, intelligent decision-making, and predictive analytics. Organizations adopting AI-powered ERP gain a competitive advantage in efficiency, cost reduction, and digital transformation. As AI technology evolves, adaptive ERP workflows will continue to drive business growth and innovation.

Change

Understanding and describing change is a concept developed as a powerful tool to investigate it as a changing quantity. The rigorous study of real analysis, with complex analysis the equivalent



All Aboard the Omnibus: Proposed Changes and What It Means for Our Customers

In the ever-evolving landscape of sustainability regulations, the [European Commission's recent "Omnibus" package](#) introduces significant amendments to the [Corporate Sustainability Reporting Directive \(CSRD\)](#), EU Taxonomy and Corporate Sustainability Due Diligence Directive (CSDDD).

These changes aim to streamline reporting requirements, reduce administrative burdens, and enhance the competitiveness of EU companies. Let's explore these changes and their potential impact on your business.

Why the changes?

The European Commission's motivation behind the omnibus legislation is clear: to foster a favorable business environment while ensuring companies are not overwhelmed by excessive regulatory demands. This

recalibration is designed to support the EU's ambitious Green Deal objectives while boosting economic growth and job creation.



Article by
Sophie Graham,
Chief Sustainability Officer



What's next?

The proposal has been adopted by the EU Commission but still requires approval from the European Parliament and the Council of the EU, so it's likely we will see further changes.

Companies preparing for [CSRD reporting](#), especially where it has been transposed into national law, should continue as planned. Investments made to align to CSRD, such as double materiality, data automation and upskilling, lay the foundation for improved sustainability and reporting practices. With sustainability regulation increasing across the globe, those companies who have already taken these steps are better equipped for the rise in demand for transparency on this topic.

Key changes to the CSRD

- **Reduction in scope:** The new amendments significantly reduce the number of companies required to report under the CSRD. Only large undertakings with more than 1,000 employees and either a turnover above EUR 50 million or a balance sheet total above EUR 25 million will be in scope. This change is expected to reduce the number of companies in scope by about 80%.
- **Voluntary reporting for smaller companies:** Companies with up to 1,000 employees will no longer be required to report under the CSRD. However, they can choose to report voluntarily using a simplified standard developed by EFRAG.
- **Simplified reporting standards:** The European Sustainability Reporting Standards (ESRS) will be revised to reduce the number of data points, clarify provisions, and improve consistency

with other legislation. This simplification aims to make reporting more manageable and less burdensome.

- **Postponement of reporting requirements:** The application of reporting requirements for large companies that have not yet started implementing the CSRD and for listed SMEs will be postponed by two years. This gives companies more time to prepare and adapt to the new framework.

“The CSRD Omnibus marks a pivotal moment in sustainability reporting, demanding greater transparency, data accuracy, and accountability from organizations across Europe.”

Impact on our customers

For our customers, these changes bring both opportunities and challenges. Here's what you need to know:

- **Reduced administrative burden:** The reduction in scope means that many of our smaller customers will no longer be required to comply with the CSRD.

- **Voluntary reporting:** For those who choose to report voluntarily, the simplified standards will make the process more straightforward. This can enhance your company's transparency and sustainability credentials without the heavy administrative load.
- **Extended deadlines:** The postponement of reporting requirements provides additional time to align your processes and systems with the new standards. This extension is particularly beneficial for companies that are still in the early stages of implementing sustainability reporting.
- **Enhanced competitiveness:** By reducing the regulatory burden, the amendments aim to boost the competitiveness of EU companies. This creates a more favorable business environment, encouraging growth and investment.

[Tracking and managing your sustainability data](#) is not just about meeting regulatory requirements; it also provides significant business benefits. Effective sustainability reporting can lead to improved operational efficiency, enhanced brand reputation, and increased investor confidence. By demonstrating your commitment to sustainability, you can attract new customers, retain existing ones, and differentiate your business in a competitive market.

At [IFS](#), we understand the importance of managing sustainability data effectively. Accurate and efficient reporting is crucial for demonstrating your commitment to sustainability and meeting regulatory requirements. [Our solutions](#) are here to support you in this journey, ensuring that you can focus on what matters most, driving your business forward while contributing to a sustainable future.

Cybersecurity Snapshot: OpenSSF Unveils Framework for Securing Open Source Projects, While IT-ISAC Says AI Makes Ransomware Stealthier

Check out a new framework for better securing open source projects. Plus, learn how AI is making ransomware harder to detect and mitigate. In addition, find out the responsible AI challenges orgs face today. And get the latest on AI tool sprawl; ransomware trends; and much more!

1 - New cybersecurity framework for open source projects

Here's the latest industry effort aimed at boosting open-source software security.

The Open Source Security Foundation (OpenSSF) has crafted a new framework designed to offer cybersecurity guidance to leaders of open-source software projects.

[The Open Source Project Security Baseline](#) (OSPS Baseline), announced this week, is structured as a tiered set of

security best practices and requirements drawn from established cyber frameworks, standards and regulations.



Article by
Juan Perez,
Managing Editor,
Content Marketing



“It compiles existing guidance from OpenSSF and other expert groups, outlining tasks, processes, artifacts, and configurations that [enhance software development and consumption security](#),” reads an OpenSSF statement.

OpenSSF created the OSPA Baseline after concluding that open-source project leaders often need help with cybersecurity. Meanwhile, users often lack visibility into whether and how an open-source software product was securely designed and developed.

“By meeting this ‘baseline,’ a project signals that it has taken essential measures to [reduce the risk of common vulnerabilities](#) and improve overall trustworthiness of the project to its adopters and contributors,” reads the OSPA Baseline FAQ.

The OSPA Baseline security controls are divided into three levels. Here’s a small sample of the controls in Level 1.

- Users must complete multi-factor authentication (MFA) when accessing a sensitive resource in the project’s version control system.
- When a CI/CD pipeline accepts an input parameter, the parameter must be sanitized and validated before it’s used in the pipeline.
- While active, the version control system must not contain generated executable artifacts.

For more information about [open source security](#):

- [“Top 10 Risks for Open Source Software”](#) (OWASP)
- [“Study highlights challenges, priorities in securing open-source software”](#) (SC World)

- [“Top 10: Most Common Open-Source Vulnerabilities”](#) (Infosecurity Europe)
- [“Seven ways to secure open-source software”](#) (SC World)
- [“Memory-unsafe code runs rampant in critical open-source projects”](#) (Cybersecurity Dive)

“AI is making ransomware more stealthy, adaptive, and harder to detect — pushing cybersecurity teams to evolve their defenses faster than ever before.”

2 - IT-ISAC: AI is changing the ransomware landscape

Ransomware groups will deepen their use of artificial intelligence this year, a trend that will help increase the number, severity and impact of ransomware attacks.

That’s one of the main takeaways from IT-ISAC’s report [“Exploring the Depths: Analysis of the 2024 Ransomware Landscape and Insights for 2025.”](#)

By leveraging AI, ransomware groups make their attacks harder to detect, prevent and mitigate. These sophisticated AI attacks modify their behavior and tactics in real-time as they analyze victims’ environments and protections.

“The integration of AI in the development of ransomware presents a new level of evolution in cyber threats,” reads the report from IT-ISAC, which stands for Information Technology-Information Sharing and Analysis Center.

“With AI, ransomware will be able to adapt in real time and be far more effective than it is currently,” the report adds.

To combat AI-boosted ransomware attacks, the report recommends that cybersecurity teams implement “rigorous security controls,” access “timely and relevant threat intelligence” and adopt AI-enhanced cyber defense tools.

The report also lists tips and best practices for preventing and mitigating all types of ransomware attacks, including:

- Back up your data, system images and configurations; regularly test these backups; and keep them offline.
- Promptly and regularly patch and update your operating systems, applications and firmware.
- Develop an incident response plan and test it.
- Segment your networks.
- Take steps to limit your risk of getting breached if a trusted third-party with access to your network — like a supplier or contractor — gets hacked.

IT-ISAC also predicts that in 2025 ransomware groups will:

- Continue to target the critical infrastructure sector
- Expand their use of zero-day exploits
- Shift further towards double extortion and data theft tactics
- Refine their data exfiltration techniques

For more information about how AI is transforming ransomware:

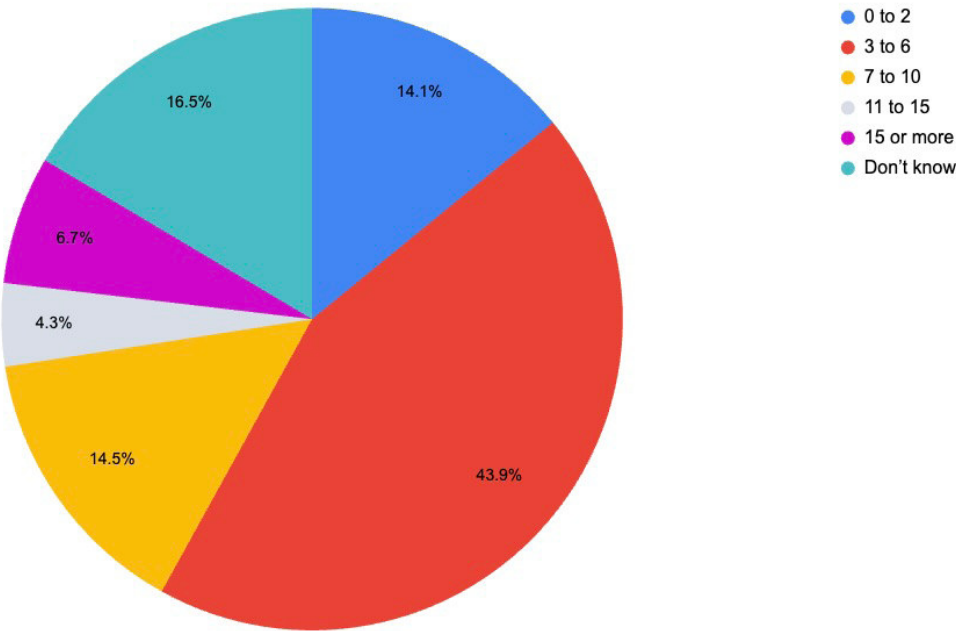
- [*“Global ransomware threat expected to rise with AI”*](#) (U.K. National Cyber Security Centre)
- [*“AI making ransomware easier, more prevalent, committee hears”*](#) (The Hill)

- [*“AI-Driven Ransomware Group Strikes 85 Victims”*](#) (Bank Infosecurity)
- [*“AI-Powered Ransomware Attacks”*](#) (DZone)
- [*“FunkSec ransomware chases notoriety with AI-assisted code”*](#) (SC World)

3 - Tenable poll looks at security tool sprawl, integration

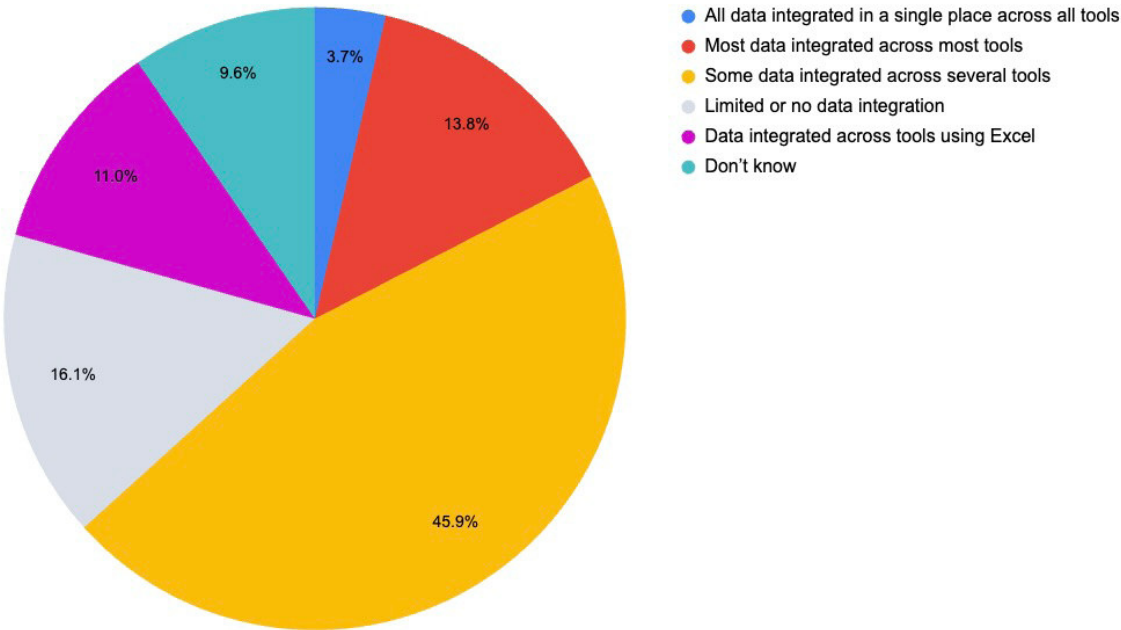
During our recent webinar [*“Security Beyond Silos with Tenable + Vulcan Cyber: Unified Exposure Management,”*](#) we polled attendees about topics including their level of security tool integration and the number of security tools they use for tasks such as asset discovery. Check out how they responded!

How many security tools does your org use to discover assets, assess risks and prioritize exposures?



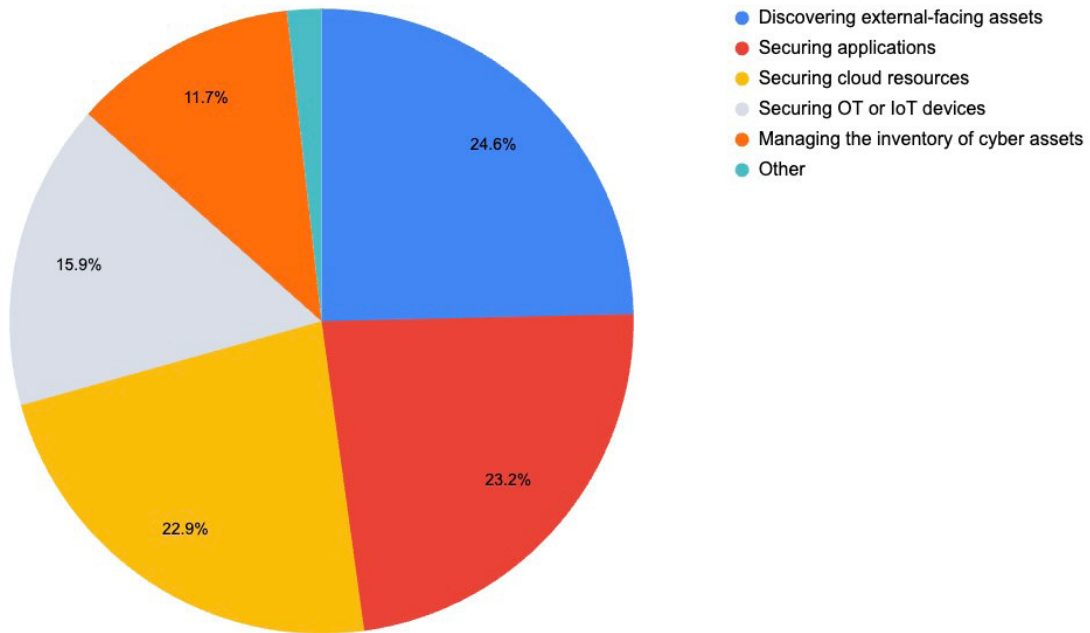
(255 webinar attendees polled by Tenable, February 2025)

What's your security tool integration for asset discovery, risk assessment and exposure prioritization?



(218 webinar attendees polled by Tenable, February 2025)

For which tasks do you require data or analytics beyond traditional vulnerability management data?



(Respondents could choose more than one answer. 277 webinar attendees polled by Tenable, February 2025.)

Interested in how to prioritize and address critical threats with unified visibility and enriched intelligence? Learn about [unified exposure management](#) by watching the on-demand webinar [“Security Beyond Silos with Tenable + Vulcan Cyber: Unified Exposure Management.”](#)

“As cybercriminals weaponize AI, organizations must shift from reactive defense to proactive, AI-enhanced security strategies.”

4 - Survey: As orgs pursue responsible AI, challenges remain

Businesses are wholeheartedly embracing AI, which in turn is fueling investments in data projects. However, a key success element for AI and data initiatives is still a work in progress: responsible AI.

That finding comes from the Data & AI Leadership Exchange’s [“2025 AI & Data Leadership Executive Benchmark Survey,”](#) for which 125 C-level executives, most of them Chief Data Officers from Fortune 1000 companies, were polled.

“Responsible AI is seen as an increasing priority for most organizations, as they focus on establishing safeguards and guardrails to ensure responsible AI utilization. More work needs to be done,” the report reads.

Specifically, surveyed organizations are concerned about misinformation and disinformation; ethical bias; job loss; and insufficient staffers skilled in responsible AI.

A strong majority of respondents say that investment in responsible AI is a top corporate priority (73.5%). While respondents’ belief that responsible AI safeguards must be in place is almost unanimous (97.5%), those safeguards are in place today at 77.6% of organizations.

Meanwhile, little over half of respondents (56.5%) said their organization has enough skilled employees to ensure the implementation of responsible AI. “Talent continues to be a limiting factor,” the report reads.

For more information about [AI security](#), check out these Tenable blogs:

- [“How AI Can Boost Your Cybersecurity Program”](#)
- [“6 Best Practices for Implementing AI Securely and Ethically”](#)
- [“How to Discover, Analyze and Respond to Threats Faster with Generative AI”](#)
- [“Securing the AI Attack Surface: Separating the Unknown from the Well Understood”](#)
- [“Harden Your Cloud Security Posture by Protecting Your Cloud Data and AI Resources”](#)

5 - Report: Ransomware attacks up sharply in January

Ransomware groups had an unusually busy January, as attacks more than doubled year-on-year, a trend that further stresses the importance of practicing proactive cybersecurity.

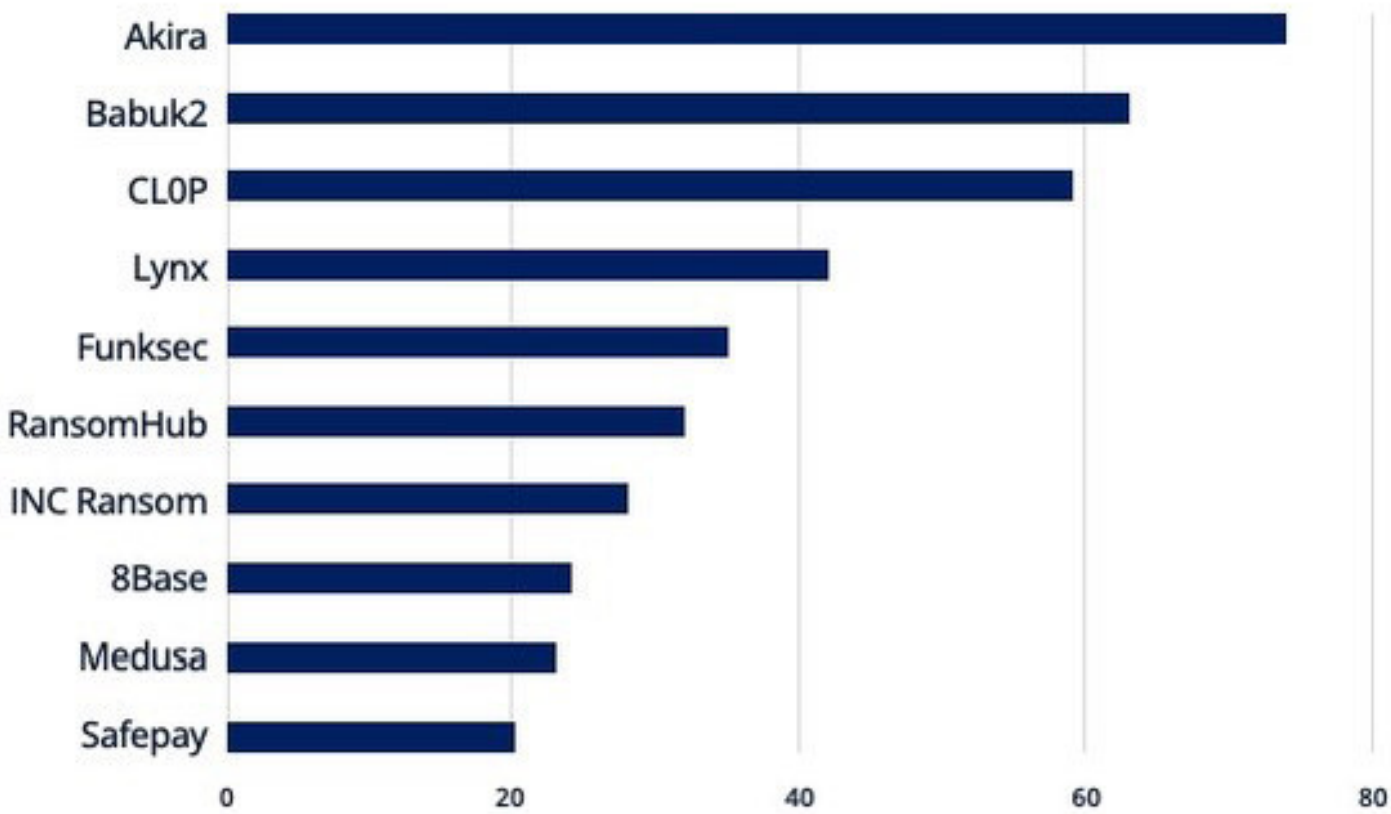
Observed ransomware attacks reached 590 in January — up 3% compared with December 2024 and 114% year-on-year -- according to NCC Group’s “[Cyber Threat Intelligence Review of January 2025](#)” report, published this week.

“Taking action to mitigate these risks is more crucial than ever, with [continuous monitoring, comprehensive training, and robust cyber security](#) measures proving essential,” Matt Hull, Head of Threat Intelligence at NCC Group, said in a statement.

Factors that drove the surge in ransomware attacks included a more unstable geopolitical environment; the emergence of new ransomware groups; more effective attack methods and tools.

Other highlights from the report include:

- The Akira ransomware gang ranked first with 13% of all attacks.
- The most targeted sector was industrials, which received a quarter of all attacks, a sign of ransomware groups’ focus on critical infrastructure organizations.
- Among regions, North America suffered the majority of attacks (50%), followed by Europe (22%)



(Source: NCC Group’s “Cyber Threat Intelligence Review of January 2025” report, January 2025)

For more information about [preventing and mitigating ransomware attacks](#):

- “[Ransomware: How to prevent and recover](#)” (Canadian Centre for Cyber Security)

- “[3 Best Practices to Protect Backups from Ransomware](#)” (TechTarget)
- “[Steps to Help Prevent & Limit the Impact of Ransomware](#)” (Center for Internet Security)

- “[Preventing Ransomware Attacks at Scale](#)” (Harvard Business Review)
- “[Reporting ransomware attacks: Steps to take](#)” (TechTarget)

6 - FBI: North Korea behind massive crypto theft

The North Korean government, acting via a hacking group known as TraderTraitor and as the Lazarus Group, is responsible for the recent [mega-theft of \\$1.5 billion worth of cryptocurrency](#), the Federal Bureau of Investigation (FBI) said this week.

The North Korean cybercrime group stole the crypto funds from Dubai-based exchange Bybit in what is considered one of the largest crypto heists ever.

“TraderTraitor actors are proceeding rapidly and have converted some of the stolen assets to Bitcoin and other virtual assets dispersed across thousands of addresses on multiple blockchains,” reads the FBI’s public service announcement.

The FBI is asking entities involved in the crypto services sector to be on the lookout for transactions tied to the theft and to block them. The PSA includes a list of Ethereum addresses used to hold assets from the heist.

About Juan Perez

Juan has been writing about IT since the mid-1990s, first as a reporter and editor, and now as a content marketer. He spent the bulk of his journalism career at International Data Group’s IDG News Service, a tech news wire service where he held various positions over the years, including Senior Editor and News Editor. His content marketing journey began at Qualys, with stops at Moogsoft and JFrog. As a content marketer, he’s helped plan, write and edit the whole gamut of content assets, including blog posts, case studies, e-books, product briefs and white papers, while supporting a wide variety of teams, including product marketing, demand generation, corporate communications, and events.

About Tenable

Tenable is the exposure management company, exposing and closing the cybersecurity gaps that erode business value, reputation and trust. The company’s AI-powered exposure management platform radically unifies security visibility, insight and action across the attack surface, equipping modern organizations to protect against attacks from IT infrastructure to cloud environments to critical infrastructure and everywhere in between. By protecting enterprises from security exposure, Tenable reduces business risk for more than 44,000 customers around the globe. Learn more at tenable.com.





Agentic AI for Oracle Fusion Cloud

Unlocking opportunities and early returns with AI

2024 was the year organisations explored use cases for generative artificial intelligence (GenAI), testing its capabilities and identifying areas where it could add value, whereas 2025 will be defined by the shift towards agentic AI: autonomous, goal-driven systems capable of executing complex tasks with minimal human intervention. This transition marks a major evolution in enterprise AI, moving from passive assistance to active decision-making and execution.

For enterprise leaders, this shift presents an opportunity to leverage a modern cloud platform, and if implemented successfully by a team equipped with industry and process expertise, this AI-powered cloud platform can

drive significant cost reductions, provide better insights, and drive business growth. Worldwide, the pace of AI adoption remains high. As [PwC analysis shows](#), one-third of CEOs say GenAI has increased revenue and profitability over the past year, and half expect their investments in the technology to increase profits in the year ahead.



Article by
Rupesh Chotai,
Director, PwC United Kingdom



What is agentic AI and why does it matter?

Unlike traditional AI models that rely on predefined prompts and static data, agentic AI takes action. These intelligent agents do not just analyse information; they plan, execute, and iterate - making decisions dynamically based on real-time data and user goals.

For example, in Human Capital Management (HCM), AI-driven workforce planning agents can analyse historical employee data, predict hiring needs, and automate recruitment workflows. These agents can also assist in employee engagement by monitoring sentiment analysis from internal surveys and providing recommendations for improving workplace satisfaction and retention. According to the same [PwC survey](#), more than half (56%) of CEOs interviewed said that GenAI has resulted in efficiencies in how employees use their time.

“Agentic AI has the potential to fundamentally reshape how enterprise users interact with systems, shifting from task-based execution to outcome-based orchestration.”

In Finance, imagine an AI-powered assistant that does not just generate reports but proactively identifies discrepancies, adjusts forecasts, and optimises financial planning. About half of CEOs (49%) expect GenAI to increase the profitability of their company over the next 12 months. These figures are consistent with other PwC research [among executives](#), employees and investors. In [PwC's Global Workforce Hopes and Fears Survey 2024](#), 62% of employees said they expected GenAI to increase their efficiency at work over the next 12 months. Another study conducted by PwC [amongst global investors](#) showed that two-thirds of investors and analysts expect the companies in which they invest to achieve productivity gains from GenAI in the year ahead.

This new wave of AI technology represents a fundamental shift in enterprise operations, moving beyond automation to intelligent decision-making that continuously refines itself based on contextual inputs.

ERP next steps: how to progress

A modern cloud platform is the foundation of an efficient back-office function, whether in Finance or HR. [Oracle Fusion Cloud Enterprise Resource Planning \(ERP\)](#) Opens in a new window is one of the leading enterprise solutions that enables organisations to integrate AI-driven automation seamlessly. Having a modern ERP is no longer optional; it is essential to unlocking the full potential of agentic AI.

Oracle is leading the way in bringing agentic AI to enterprise applications, embedding AI-driven automation across HCM and ERP systems. With a growing number of AI agents already available, Oracle continues to expand its capabilities, releasing

new AI-driven innovations as part of their regular quarterly maintenance and patching cycles. This ensures that customers always have access to the latest advancements without disruption to their existing operations.

“By embedding agentic AI into Oracle Fusion Applications, businesses can automate complex workflows, reduce manual effort, and drive intelligent decision-making.”

Key differentiators:

- **No premium pricing:** AI features are included in the regular SaaS subscription without additional costs, making AI accessible to all Oracle ERP users
- **Unified platform:** Oracle's AI offerings are built on a single, integrated platform, ensuring consistency and ease of integration across enterprise applications
- **Dedicated cloud regions:** Oracle provides dedicated cloud regions for customers, ensuring low latency and high performance for AI applications

If you are an existing Oracle ERP user, the next step is to unlock and activate the power of AI agents. In particular, for [Oracle Human Capital Management \(HCM\)](#), AI can automate [key processes such as recruitment, workforce planning, and employee engagement](#).

Additionally, AI features in recruitment can lead to significant improvement in time to hire. AI-driven assistants can analyse workforce trends, predict attrition risks, and recommend personalised career development opportunities, ultimately improving employee satisfaction and retention.

PwC can guide you through this journey, helping you leverage AI to enhance efficiency, automate processes, and gain deeper business insights.

If your organisation has not yet transitioned to a modern cloud-based ERP system, now is the time to consider Oracle ERP. With its AI-driven capabilities and seamless integration with business processes, Oracle ERP provides a comprehensive foundation for digital transformation. PwC's industry and process excellence ensures that organisations can modernise their back-office operations and take full advantage of agentic AI to drive long-term business success.

How to get agentic AI ready

Organisations looking to take the next step should consider the following:

- **Assess your readiness:** Evaluate existing processes and technology infrastructure to identify opportunities where agentic AI can drive efficiency and innovation. If your organisation has not yet moved to a modern ERP system,

consider transitioning to a cloud-based ERP like Oracle ERP to establish a strong foundation for AI-driven automation

- **Define high impact use cases:** Focus on areas where AI can provide immediate benefits and quickly impact your bottom line, such as Finance, Procurement, and Supply Chain
- **Leverage expert guidance:** PwC can help you assess your company's readiness wherever you are on this journey, from design to implementation, to embrace AI-driven processes that align with your business goals and are fit for purpose
- **Pilot and scale:** Start with a targeted AI pilot to test feasibility before rolling out enterprise-wide solutions
- **Aim for continuous optimisation:** Establish a managed services framework to monitor AI performance and ensure ongoing improvements

"The future of enterprise productivity lies in AI agents that not only assist but anticipate, learn, and act autonomously across business functions."

By following this structured approach, organisations can fully leverage agentic AI to drive

operational excellence, enhance decision-making, and maintain a competitive edge in 2025 and beyond.

PwC agentic AI use cases for Oracle Fusion Cloud

Oracle delivers AI agents built for business, helping you make better decisions faster and empowering your workforce to do more. PwC is at the forefront of this evolution, building agentic frameworks that can help transform workflows and decision-making across the enterprise. Our team of solution architects works with clients to develop solutions and services designed to address specific business problems or opportunities that drive measurable business value for enterprise leaders.

Unlike generic AI solutions, PwC's industry-focused methodologies allow us to implement tools that align with unique operational demands, helping businesses unlock efficiencies and achieve targeted outcomes.

Discover how PwC is unlocking the potential of the core Oracle offering and helping organizations accelerate benefits in Procurement, Payables, Supply Chain, Customer Experience, etc. By using AI technology embedded in Oracle Fusion Cloud applications and extending them with custom AI solutions, PwC brings together real industry use cases that showcase AI's transformative potential.

Visit [our website](#) to learn more about our AI capabilities and contact us to discuss how PwC and Oracle can support your AI transformation journey and help your enterprise accelerate breakthrough performance.



Apax Funds increase its investment in ECI Software Solutions

Funds advised by Apax Partners LLP, a leading global private equity advisory firm, announced that it has reached a definitive agreement to increase its equity stake in ECI Software Solutions (“ECI” or the “Company”), a global, industry-specific, cloud-based business management software provider.

Upon completion of the transaction, the Apax Funds will become a co-control owner of ECI, in partnership with Leonard Green & Partners, L.P. (“LGP”). In addition, and as part of the transaction, GIC made a substantial new investment in ECI to help support the continued growth of the Company.

The Apax Funds first invested in ECI, which provides mission-critical management solutions for small- and medium-sized businesses in key markets, primarily manufacturing, building supply, distribution and office technology, in 2017. They subsequently helped to develop the Company into a leading SaaS business through

investment in its core products, international expansion and M&A, including 27 acquisitions since their original investment. In 2020, the Apax Funds sold a majority stake in ECI to LGP, while retaining a minority interest in the business.

Going forward, the Apax Funds and LGP will help ECI to further grow its presence in its core verticals, and target continued M&A in a highly fragmented market, with the opportunity to enter new sectors through acquisitions. ECI has experienced rapid growth in recent years, both organically and through a number of strategic acquisitions. It now has 25,000 customers in 90 countries around the world and employs 2,100 people across 20 offices.

The Apax Funds have established a leading track record in software investing over more than 20 years, investing more than \$10 billion of equity during the period. The Funds

are supported by an investment team with deep market expertise, as well as Apax's Operational Excellence Practice, which focuses on identifying and executing levers to drive value creation.

Jason Wright, Partner at Apax, said: "Since the Apax Funds first invested eight years ago, ECI has transformed into a scaled and market-leading SaaS provider. Its organic growth has accelerated meaningfully while, at the same time, the Company has achieved a five-fold expansion in EBITDA. We are backing mission-critical software players like ECI to create sub-sector champions, using our deep experience of the sector and leveraging our Operational Excellence team to drive value creation. We look forward to continuing our partnership with the management team and LGP to drive this growth."

Adam Garson, Partner at Apax, added: "ECI is a leading provider of

core systems software, with a strong position in each of the end markets that it serves. We look forward to deepening our partnership with Trevor and the broader ECI management team, alongside Leonard Green and GIC, to support the business in continuing to accelerate growth both organically and through M&A."

Trevor Gruenewald, CEO of ECI, said: "Our partnership with the Apax Funds over the past eight years, alongside support from LGP since 2020, has fueled consistent growth and established us as market leaders in mission critical systems for the small to medium business customers we serve. Their increased investment, combined with their deep operational and sector expertise, will allow us to continue on this trajectory—expanding our presence in key verticals where we already excel and accelerating our M&A strategy to enter new areas."



Usama Cortas, Partner at LGP, said: “It has been a privilege for LGP to be part of the ECI story over the past four years. We have worked closely with Trevor and the ECI management team to build a mission-critical software ecosystem that supports the activities and growth of small-to medium-sized businesses around the world. During our partnership period, ECI has accelerated its organic growth and capitalized on a number of strategic and accretive M&A opportunities. This transaction underscores the strength of the Company, its talented management team, and its significant growth opportunities.”

Tommy Yin, Principal at LGP, said: “Since we partnered with the ECI team over four years ago, they have consistently been a strong performer delivering exceptional growth and value to all stakeholders. ECI’s management has led a best-in-class software organization and we believe there is considerable opportunity to further strengthen and expand the Company’s software offering. We look forward to continue working with Apax and the management team through the next phase of the Company’s growth.”

Choo Yong Cheen, Chief Investment Officer of Private Equity at GIC, said: “Our investment in ECI aligns with GIC’s commitment to support market-leading companies with long-term growth potential. With its deep market knowledge and unyielding customer focus, ECI has built a strong portfolio of purpose-built products that SMB customers need. We are excited to partner with ECI’s proven management team, and our partners at Apax and LGP, in supporting the next phase of ECI’s journey.”

Barclays and Centerview Partners LLC acted as joint co-lead financial advisors and Skadden, Arps, Slate,

Meager & Flom acted as legal advisor to Apax. Jefferies LLC and Moelis & Company LLC acted as joint co-lead financial advisors, and Latham & Watkins LLP acted as legal advisor to ECI.

About Apax

Apax Partners LLP is a leading global private equity advisory firm. For over 50 years, Apax has worked to inspire growth and transform businesses. The firm has raised and advised funds with aggregate commitments of nearly \$80 billion. Apax Funds invest in companies across three global sectors: Tech, Services, and Internet/Consumer. These funds provide long-term equity financing to build and strengthen world-class companies. For further information, visit www.apax.com. Apax is authorized and regulated by the Financial Conduct Authority in the UK.

About ECI Software Solutions

ECI Software Solutions provides cloud-based business software for running small and mid-sized businesses end to end. Built by experts in manufacturing, residential construction, building supply, office technology and wholesale/retail distribution industries, ECI’s industry-specific software connects businesses and customers, improving visibility, operational efficiency and profitability. With ECI, businesses seamlessly integrate sales and marketing, business intelligence, CRM, data and analytics, ecommerce, mobile apps and payment processing. With more than 30 years of industry leadership, ECI is trusted by 25,000 customers in more than 80 countries globally. Headquartered in Westlake, Texas, it has offices in the U.S., Canada, Mexico, United Kingdom, Netherlands, Belgium, Norway and Australia. For more information, visit www.ECIsolutions.com.

About LGP

Leonard Green & Partners, L.P. is a leading private equity investment firm founded in 1989 and based in Los Angeles with over \$70 billion of assets under management. The firm partners with experienced management teams and often with founders to invest in market-leading companies. Since inception, LGP has completed over 150 investments in the form of traditional buyouts, going-private transactions, recapitalizations, growth equity, and selective public equity and debt positions. The firm primarily focuses on companies providing services, including consumer, healthcare and business services, as well as distribution and industrials. For more information, please visit www.leonardgreen.com.

About GIC

GIC is a leading global investment firm established in 1981 to secure Singapore’s financial future. As the manager of Singapore’s foreign reserves, GIC takes a long-term, disciplined approach to investing and is uniquely positioned across a wide range of asset classes and active strategies globally. These include equities, fixed income, real estate, private equity, venture capital, and infrastructure. Its long-term approach, multi-asset capabilities, and global connectivity enable it to be an investor of choice. GIC seeks to add meaningful value to its investments. Headquartered in Singapore, GIC has a global talent force of over 2,300 people in 11 key financial cities and has investments in over 40 countries. For more information, please visit www.gic.com.sg.



Celebrating One Year of Sage Copilot: AI-Powered Assistant Reaches Major Milestone as Adoption Accelerates Worldwide

Available to early adopters in Sage Accounting, Sage Active, Sage Intacct, Sage 50 and Sage for Accountants to support SMBs to drive growth and efficiency

Sage, the leader in accounting, financial, HR, and payroll technology for small and mid-sized businesses (SMBs), today marks one year since unveiling Sage Copilot, its generative AI-powered assistant designed to transform and enhance how businesses and accountants operate. Since launch, over 40,000 early adopter¹ SMBs and accountants across five key markets – UK, US, France, Spain and Germany – in multiple languages, now have access to Sage Copilot and are able to accelerate their business by streamlining operations, automating workflows, making smarter financial decisions and saving time.

Built on the foundation of four decades of innovation and data, Sage Copilot reflects the growing demand for AI-powered solutions by delivering deep, specialist AI for accounting and finance. Now available across early adopters in Sage Intacct, Sage Accounting, Sage Active, Sage for Accountants, and Sage 50, Sage Copilot is enhancing productivity and efficiency for SMBs by embedding AI-powered capabilities into their daily operations.

“For 40 years we’ve led the way in accounting technology, leveraging our deep expertise and vast data resources, and last year we did it again with the introduction of Sage Copilot,” said Steve Hare, CEO, Sage. “Redefining how SMBs and accountants interact with financial technology, Sage Copilot is already transforming businesses worldwide as it helps them to save time, improve accuracy and make smarter decisions. Acting as a catalyst for growth, we’re going beyond just supporting our customers, but actively helping them to succeed by delivering real-world impact.”

Driving real impact

From independent entrepreneurs to growing finance teams, businesses using Sage Copilot are experiencing a fundamental shift in how they manage their finances. The AI-powered automation and real-time insights are helping SMBs and Accountants to:

- **Save Time:** Automating invoicing, bank reconciliations, and tax calculations, freeing up time.
- **Improve Accuracy:** AI-driven anomaly detection and smart recommendations reduce errors and boost confidence in financial reporting.
- **Enhance Cash Flow:** Automated payment reminders and intelligent expense tracking help businesses stay on top of their finances.
- **Drive Productivity:** By removing manual admin work, accountants and business owners can focus on strategic growth rather than data entry.

- **Make Smarter Decisions:** AI-powered insights and forecasting help finance teams shift from reactive to proactive management, optimizing cash flow and profitability.

“Sage has completely transformed how I manage the rowing club’s operations,” said Nadia Fontaine, Auriol Kensington Rowing Club. “Now with Sage Copilot, I save more than 5 hours of admin every week, making my life so much easier. It takes care of a lot of the boring admin, so I can focus on the things I enjoy most, and which make a real difference in the running of the club like repairing boats, fundraising and expanding our services. The automated payment reminders feature has improved cash flow and strengthened my customer relationships. With Sage, I can confidently stay on top of everything.”

Accelerating Sage Copilot

Prioritizing real-world user needs, Sage Copilot continuously evolves, introducing features that simplify decision-making and optimize performance. A major enabler is ensuring a consistent experience across identity, navigation, user management, subscription management, and data workflows.

To accelerate innovation, Sage is drawing on data from accounting, payroll, and HR, along with key business services like payments and AP/AR automation. By doing so, Sage Copilot delivers smarter insights and more intuitive workflows, helping businesses work faster and with greater confidence.

“Over the past year, we’ve worked closely with our customers to refine and expand Copilot’s capabilities, embedding AI into daily workflows across accounting, finance, and

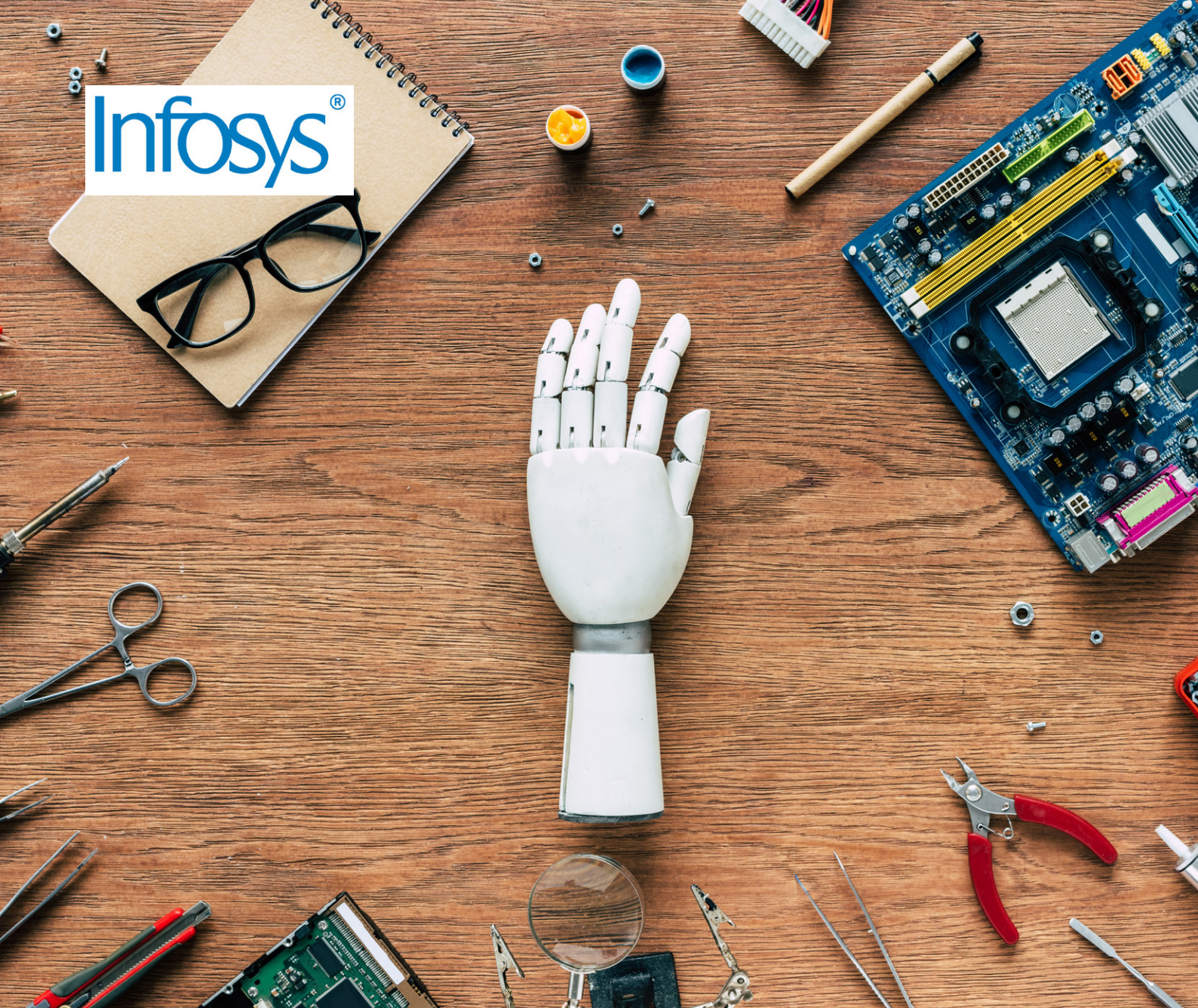
operations,” said Lisa Ewens, SVP of Product, Sage. “As we accelerate deployment into new products and markets, creating a consistent experience will be essential in driving greater functionality and scalability. This ensures that Sage Copilot delivers a seamless experience to help SMBs and accountants save time, improve accuracy, and make smarter decisions.”

Continuous Sage Copilot Expansion

Sage is committed to further embedding Sage Copilot across its entire suite of services, ensuring businesses of all sizes can benefit from its AI-powered capabilities. Throughout 2025 and beyond, Sage Copilot will continue to expand into more products and markets, bringing intelligent automation and AI-powered workflows to an even broader customer base. This includes:

- **Deeper integration within Sage Accounting,** with payroll and HR capabilities extending into new regions.
- **Enhancements to Sage for Accountants,** improving practice management and client collaboration.
- **New capabilities for Sage 50,** simplifying key business intelligence data with report analysis and personalized report building.
- **Expanded AI-powered workflows for Sage Intacct,** including financial close automation.

For more information, visit: [Embrace generative AI with Sage Copilot for advanced financial management | Sage US](#)



Infosys Launches Open-Source Responsible AI Toolkit to Enhance Trust and Transparency in AI

The initiative furthers Infosys' commitment to creating an inclusive AI ecosystem, ensuring safety, security, privacy, and fairness

Infosys, a global leader in next-generation digital services and consulting, announced the launch of its open-source Responsible AI Toolkit, a key component of the Infosys Topaz Responsible AI Suite, designed to help enterprises innovate responsibly while addressing the challenges and risks associated with ethical AI adoption.

The Infosys Responsible AI Toolkit builds on the Infosys AI3S framework (Scan, Shield, and Steer), equipping enterprises with advanced defensive technical guardrails, including specialized AI models and shielding algorithms, to detect and mitigate issues such as privacy breaches, security attacks, sensitive information leakages, biased

output, harmful content, copyright infringement, hallucinations, malicious use, deepfakes and more. It also enhances model transparency by providing insights into the rationale behind AI-generated output, without compromising on performance or user-experience. The open-source toolkit offers flexibility and ease of implementation. It is fully customizable, compatible with diverse models and agentic AI systems, and integrates seamlessly across cloud and on-premise environments. Organizations can access the toolkit [here](#).

Balakrishna D. R. (Bali), Executive Vice President, Global Services Head, AI and Industry Verticals, Infosys, said, "As AI becomes central to driving enterprise growth, its ethical adoption is no longer optional. The Infosys Responsible AI Toolkit ensures that businesses remain resilient and trustworthy while navigating the AI revolution. By making the toolkit open source, we are fostering a collaborative ecosystem that addresses the complex challenges of AI bias, opacity, and security. It's a testament to our commitment to making AI safe, reliable, and ethical for all."

Joshua Bamford, Head of Science, Technology and Innovation, British High Commission, said, "Infosys' commitment to becoming an AI-first business and establishing the Responsible AI Office reflects bold innovation and ethical leadership. By going open source, Infosys is empowering enterprises, startups and SMEs to leverage AI for groundbreaking advancements. Their Responsible AI Toolkit is a benchmark for technological excellence and when paired with a commitment to responsible practices and global sustainability can be an inspiring model for companies worldwide."

Sunil Abraham, Public Policy Director - Data Economy and Emerging Tech, Meta, said, "We congratulate Infosys on launching an openly available Responsible AI Toolkit, which will contribute to advancing safe and responsible AI through open innovation. Open-source code and open datasets is essential to empower a broad spectrum of AI innovators, builders, and adopters with the information and tools needed to harness the advancements in ways that prioritize safety, diversity, economic opportunity and benefits to all."

Abhishek Singh, Additional Secretary Ministry of Electronics and Information Technology (MeitY), Government of India, said, "I am very happy to learn that Infosys has decided to open source their Responsible AI Toolkit. This will go a long way in making tools available for enhancing Security, Privacy, Safety, Explainability and Fairness in AI based solutions and also help in mitigating bias in AI algorithms and models. This is critical for developing safe, trusted and responsible AI solutions. I am sure, startups and AI developers will greatly benefit from this Responsible AI Toolkit."

Infosys reaffirmed its commitment to ethical AI last year, [with the launch of the Responsible AI Office, and dedicated offerings](#). It is one of the first companies [to receive the ISO 42001:2023 certification on AI management systems](#) and become part of the global dialogue on Responsible AI through membership in industry bodies and government initiatives such as [NIST AI Safety Institute Consortium](#), [WEF AIGA and C2PA](#), [AI Alliance](#), [UK FCDO](#), [Stanford HAI](#), to name a few.

About Infosys

Infosys is a global leader in next-generation digital services and consulting. Over 300,000 of our people work to amplify human potential and create the next opportunity for people, businesses and communities. We enable clients in more than 56 countries to navigate their digital transformation. With over four decades of experience in managing the systems and workings of global enterprises, we expertly steer clients, as they navigate their digital transformation powered by cloud and AI. We enable them with an AI-first core, empower the business with agile digital at scale and drive continuous improvement with always-on learning through the transfer of digital skills, expertise, and ideas from our innovation ecosystem. We are deeply committed to being a well-governed, environmentally sustainable organization where diverse talent thrives in an inclusive workplace.

Visit www.infosys.com to see how Infosys (NSE, BSE, NYSE: INFY) can help your enterprise navigate your next.





Rootstock Named #1 ERP Solution for SMBs in 2025 TEC Insight Report

Independent Analyst Report Recognizes Rootstock as a Top-Ranked ERP for SMBs, Highlighting Strengths in Functionality and User Experience

Rootstock Software has been recognized as the #1 ERP solution for small to midsize businesses (SMBs) in the newly released [2025 TEC Insight Report on ERP Solutions for SMBs](#). This independent analysis evaluated ERP vendors based on functionality and user experience (UX), with Rootstock earning the highest overall ranking.

This achievement underscores Rootstock's commitment to delivering a modern, scalable ERP solution that enables manufacturers to enhance operations, increase agility, and drive digital transformation.

[The TEC Insight Report](#) provides an in-depth assessment of ERP solutions available to SMBs, evaluating core capabilities, usability, and customer satisfaction. The findings highlight the following Rootstock strengths:

- **Industry-Leading Functionality & User Experience** – Rootstock delivers a powerful combination of robust ERP capabilities, easy configuration, and intuitive usability tailored to manufacturers.

- **Built on the Salesforce Platform—** Since Rootstock ERP is built on the [Salesforce Platform](#), it operates seamlessly with Salesforce Sales Cloud, Service Cloud, and other AppExchange solutions. Many customers select Rootstock to have unified ERP and CRM data and AI-powered predictive insights.
- **Scalability for Growth & Digital Transformation—** [Rootstock ERP](#) has a cloud-based, flexible architecture that enables manufacturers to modernize their technology stack, scale efficiently, improve decision-making, and enhance collaboration.
- **A Customer-Focused Approach to ERP—** TEC's research noted that Rootstock's strong customer engagement, ease of implementation, and high satisfaction ratings make it a top choice for SMBs looking for an ERP that can evolve with their business.

"This recognition as a #1 ERP for SMBs reaffirms Rootstock's mission to provide manufacturers with an ERP that is both powerful and easy to use," said [Rick Berger](#), CEO of Rootstock Software. "Our focus on innovation, user experience, and seamless implementation empowers customers to optimize their operations and stay ahead in an evolving market."

Download the full report at: <https://clouderp.rootstock.com/tec-insight-report-erp-for-smb>

Salesforce, Sales Cloud, and others are among the trademarks of Salesforce, Inc.

About the TEC Insight Report

The [TEC Insight Report on ERP Solutions for SMBs](#) is an independent research study conducted by [Technology Evaluation Centers \(TEC\)](#), a trusted resource for enterprise software evaluation. The report assesses leading ERP vendors based on functionality, user experience, and customer feedback, providing SMBs with valuable insights to guide their ERP selection.

About Rootstock

[Rootstock Software](#) provides the leading Manufacturing Cloud ERP, which empowers hundreds of manufacturers to turbocharge their operations in today's dynamic, post-pandemic world. Natively built on the [Salesforce Platform](#), Rootstock delivers a future-proof solution. With it, manufacturers gain the agility to continually transform their business to meet evolving customer needs, navigate emerging challenges, and accelerate success. In addition, the "connectability" of Rootstock Cloud ERP gives manufacturers 360° visibility to collaborate with suppliers, trading partners, and the broader value chain. As Rootstock continues to grow, stay tuned to the company's latest customers, career opportunities, and LinkedIn posts.





IDC Study: CFOs to Drive Human-First, AI-Fuelled Future of Work

Unit4, a leader in [enterprise cloud applications](#) for people-centric organizations, released findings from an IDC InfoBrief, sponsored by Unit4, entitled [“The Path to AI Everywhere: Exploring the Human Challenges,”](#) showing how CFOs can lead the adoption of artificial intelligence (AI) technologies.

The study suggests [AI can address the top challenges that it identifies CFOs are facing](#): achieving decision velocity (26%), managing compliance and risk (24%), coping with too many meetings and monthly reporting (22%). Success depends on finance teams building super use cases that demonstrate how organizations can fulfil IDC’s vision for the pervasive adoption of AI working alongside humans, rather than replacing them.

The InfoBrief concludes that success hinges on a human-centric AI approach, engaging users in AI strategy development and upskilling employees for effective technology adoption. CFOs must heed this advice when building super use cases for the finance function, as AI adoption is not without pitfalls. IDC reports most AI plans stalled in 2024, urging CFOs to treat adoption as a strategic change management process to drive new business and

improve operational models. Equally IDC warns against over-reliance on AI in finance, as it could lead to a lack of nuance and human interaction, as well as compliance oversight.

“The identification of use cases and, indeed, their prioritization is critical to the successful deployment of AI,” said Tom Seal, Senior Research Director, European Enterprise Applications, IDC. “Beyond this, however, is the successful identification and deployment of super use cases. These are the ones that will drive efficiencies, provide accurate insight, and generally empower the finance function to be more accurate and more impactful on the business.”

Building the finance super use case

The CFO should focus on areas where AI can help deliver significant business outcomes, enhance resilience, and boost organizational adaptability. The goals should not only include improved efficiency, but better risk management in shifting market conditions and greater adaptability to such volatility. Embracing AI will provide finance teams with support, such as “red flag” prompts that must be prioritized, as well as automating decisions using real-time insights, accelerating scenario planning, and reducing payment friction through automated invoicing and approvals. Crucially, the CFO must establish

solid foundations for AI adoption by understanding the underlying processes in different workflows and building a real-time unified view of data across the organization to reduce errors and avoid bias. These steps are key to building confidence in the decisions taken autonomously by AI Agents.

“At Unit4, we’ve always believed the future of finance lies in becoming the storytellers of business performance,” added Michael Lengenfelder, Global Solutions Architect FP&A, Unit4. “The arrival of AI will help to accelerate this transition to a more strategic role, as CFOs guide their colleagues in interpreting and understanding the impact of financial information on business forecasts and results. Yes, roles will evolve, but finance professionals will be critical to the successful adoption of AI ensuring it is transparent, compliant and delivering value to organizations.”

Future vision for a decentralized finance function

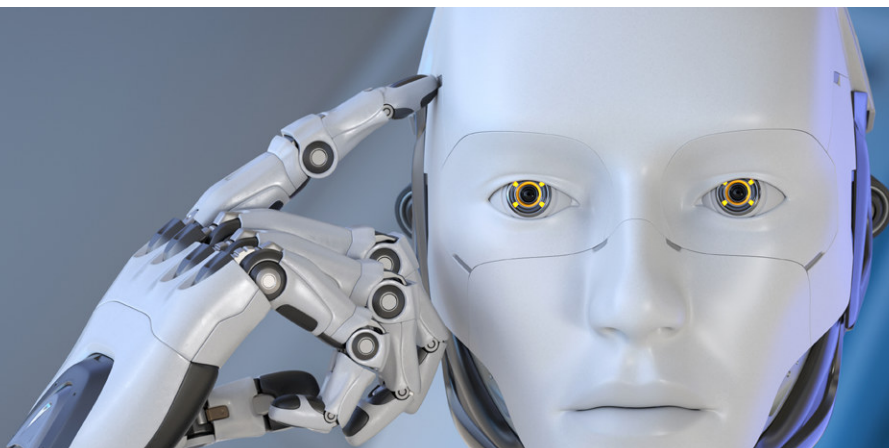
IDC depicts a future where AI Agents are acting autonomously working alongside humans, which could lead to greater decentralization of the finance function. For this model to succeed, the CFO must lead closer collaboration with senior executives, as AI Agents empower them to make decisions independently based on real-time insights and analytics.

Senior executives can only have confidence in these decisions, if the CFO leads development of AI-enabled work to ensure integration between functional areas in the finance team and implements compliance policies that maintain the integrity of data used by AI tools.

UNIT4

About Unit4

Unit4's next-generation enterprise resource planning (ERP) solutions power many of the world's mid-market organizations, bringing together the capabilities of Financials, Procurement, Project Management, HR, and FP&A to share real-time information, and deliver greater insights to help organizations become more effective. By combining our mid-market expertise with a relentless focus on people, we've built flexible solutions to meet customers' unique and changing needs. Unit4 serves more than 5,100 customers globally across a number of sectors including professional services, nonprofit and public sector, with customers including Southampton City Council, Metro Vancouver, Buro Happold, Devoteam, Save the Children International, Global Green Growth Institute and Oxfam America. For further information visit www.unit4.com.





Cloud ERP Market worth \$172.74 billion by 2029- Exclusive Report by MarketsandMarkets™

The global [Cloud ERP Market](#) will grow from USD 87.73 billion in 2024 to USD 172.74 billion by 2029 at a compounded annual growth rate (CAGR) of 14.5% during the forecast period, according to a new report by MarketsandMarkets™.

Remote accessibility in Cloud ERP enables employees to securely access business applications, data, and workflows from any location with an internet connection. This is critical for organizations with remote working policies, dispersed teams, or international operations and for smooth collaboration between departments. Cloud ERP offers real-time data synchronization, allowing workers to make informed decisions at the right time, increasing efficiency in financial management, supply chain management, and customer service. Cloud-based dashboards and mobile-friendly UIs also support increased

accessibility, with users being able to monitor key metrics and perform tasks remotely. This is especially valuable in the manufacturing, retail, and logistics sectors, where real-time insights into sales, inventory, and operations are critical. Furthermore, cloud ERP vendors employ stringent security protocols for secure remote access, such as encrypted connections and multi-factor authentication. As companies adopt hybrid work structures, the need for cloud-based ERP offerings with strong remote features continues to expand.

Browse in-depth TOC on “Cloud ERP Market”

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Based on the software type, the entire suite segment is expected to hold the largest market share during the forecast period.

The entire suite segment is expected to dominate the Cloud ERP Market during the forecast period due to its comprehensive functionality, enabling businesses to manage end-to-end operations within a unified platform. In contrast to standalone applications, full-suite cloud ERP bundles core business functions such as finance, human resources, supply chain, and customer relationship management (CRM) and has seamless data integration and real-time information. This combined approach improves operational efficiency, streamlines IT and decision-making, and is the option for large business houses and growing mid-market organizations.

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Adoption is fostered by escalating demand for scalability, agility, and cost-effectiveness in cloud-enabled operations. Organizations are transitioning from conventional on-premise models to end-to-end cloud-based ERP solutions to improve flexibility and remote access. Key players, including SAP, Oracle, and Microsoft, are continuously changing their cloud ERP offerings with AI, automation, and analytics in support of business intelligence. In addition, sectors such as manufacturing, retail, and healthcare are going for full-

suite ERP to simplify operations and boost compliance. As digital transformation is now a key concern for companies, the market will see increasing demand for combined cloud-based ERP solutions, thus fortifying the grip of the full-suite segment over the market.

Based on the vertical type, the IT & ITES segment is expected to grow at the highest CAGR during the forecast period.

The IT & ITES segment is expected to expand at the highest CAGR in the Cloud ERP Market because it is becoming more dependent on digital transformation, automation, and data-driven decision-making. IT and IT-enabled services (ITES) companies require scalable and flexible ERP solutions to manage complex workflows, optimize resource consumption, and enhance operational efficiency. Needs for immediate access to information, seamless collaboration, and integration with upcoming technologies such as AI, IoT, and analytics are driving the shift to cloud-based ERP. Cloud ERP also offers cost-effective deployment models, reducing up-front infrastructure costs and enabling IT & ITES organizations to scale up effectively.

Growing adoption of remote working, globalization, and distributed teams also fuels cloud ERP expansion in the sector, ensuring seamless operations and greater security for data processing. Major cloud ERP vendors such as SAP, Oracle, and Microsoft are increasingly adapting their products to meet the needs of IT & ITES companies, embedding cutting-edge automation and AI-powered insights. Additionally, data security and compliance requirements necessitate organizations implementing cloud ERP solutions

with strong governance features. With IT & ITES firms growing and evolving further, the need for cloud ERP solutions will continue to be a significant growth driver in the market.

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Based on the applications, the inventory & order management segment is expected to hold the second largest market share during the forecast period.

The inventory & order management segment is expected to hold the second-largest market share in the Cloud ERP Market due to the rising need for real-time inventory tracking, automated stock management, and seamless order processing. Organizations from various industries, especially retail, e-commerce, and manufacturing, are adopting cloud ERP solutions to streamline supply chain operations, minimize stockouts, and enhance fulfillment efficiency. Using AI and analytics-based inventory forecasting further improves decision-making with the proper stock levels and reduced operational expenses.

Additionally, the shift toward omnichannel retailing and direct-to-consumer (DTC) models drives demand for cloud-based inventory and order management solutions that offer centralized visibility across multiple sales channels. Integrating with e-commerce platforms, warehouse management systems, and logistics companies enables businesses to automate order fulfillment and improve customer satisfaction. Cloud ERP's scalability and flexibility allow organizations of all sizes to adopt advanced inventory management tools without incurring

heavy initial capital outlay. Increasing demand for automation and real-time synchronizing procurement, warehousing, and sales processes makes this segment a pivotal part of cloud ERP adoption. With businesses continually focusing on efficiency and agility, this segment will witness continued growth throughout the forecast period.

Top Key Companies in Cloud ERP Market:

Some of the cloud ERP vendors are SAP (Germany), Oracle (US), Microsoft (US), Intuit (US), Infor (US), Epicor (US), Sage Group (US), IFS (Sweden), Plex (US) and Acumatica (US).

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Get access to the latest updates on [Cloud ERP Companies](#) and [Cloud ERP Industry](#)

About MarketsandMarkets™

MarketsandMarkets™ has been recognized as one of America's Best Management Consulting Firms by Forbes, as per their recent report. MarketsandMarkets™ is a blue ocean alternative in growth consulting and program management, leveraging a man-machine offering to drive supernormal growth for progressive organizations in the B2B space. With the widest lens on emerging technologies, we are proficient in co-creating supernormal growth for clients across the globe. Today, 80% of Fortune 2000 companies rely on MarketsandMarkets, and 90 of the top 100 companies in each sector trust us to accelerate their revenue growth. With a global clientele of over 13,000 organizations, we help businesses thrive in a disruptive ecosystem. The B2B economy is witnessing the emergence of \$25 trillion in new revenue streams that are replacing existing ones within this decade. We work with

clients on growth programs, helping them monetize this \$25 trillion opportunity through our service lines – TAM Expansion, Go-to-Market (GTM) Strategy to Execution, Market Share Gain, Account Enablement, and Thought Leadership Marketing. Built on the 'GIVE Growth' principle, we collaborate with several Forbes Global 2000 B2B companies to keep them future-ready. Our insights and strategies are powered by industry experts, cutting-edge AI, and our Market Intelligence Cloud, KnowledgeStore™, which integrates research and provides ecosystem-wide visibility into revenue shifts. In addition, MarketsandMarkets [SalesIQ](#) enables sales teams to identify high-priority accounts and uncover hidden opportunities, helping them build more pipeline and win more deals with precision. To find out more, visit www.MarketsandMarkets.com





Veeva CRM Pulse Improves Segmentation and Targeting with Brick-Level HCP Access Data for 21 Countries

Delivered quarterly, CRM Pulse is generated from more than 500 million Veeva CRM interactions for the industry's most complete, timely, and accurate HCP access data

[Veeva Systems](#) announced [Veeva CRM Pulse](#), a data subscription that provides quarterly healthcare professional (HCP) access and multichannel engagement metrics for the life sciences industry. With HCP access data as an input for segmentation, targeting, and engagement planning, Pulse provides immediate value for commercial operations and data analytics teams.

Pulse is unique in giving customers HCP data that has:

- **True Industry Census:** Based on global usage of Veeva's leading CRM Suite, Pulse is the most complete, timely, and accurate data set for HCP access.
- **Unmatched Coverage:** Access and engagement metrics by channel are available for more than three million HCPs across 102 specialties and 21 countries.
- **Aggregated for Data Privacy:** HCP metrics are segmented and aggregated by country, specialty, and brick for data privacy.

"Pulse is a breakthrough data product that will greatly improve segmentation and targeting around the globe," said Peter Stark, executive vice president of Veeva Data Cloud. "We look forward to working with our early customers to bring the value of CRM Pulse data to their commercial operations."

Pulse is available for license to Veeva's CRM customers today with 2024 quarterly data covering the United States, Canada, Germany, United Kingdom, France, Italy, Spain, Portugal, Austria, Switzerland, Netherlands, Belgium, Ireland, Hungary, Brazil, Mexico, Australia, New Zealand, South Korea, Taiwan, and Singapore. Quarterly data releases for 2025 will begin this April. Additional countries in Asia and Europe are planned for availability next year.

Veeva CRM Pulse is part of [Veeva Data Cloud](#), which includes [Veeva OpenData](#), [Veeva Link](#), and [Veeva Compass](#). For more information, visit veeva.com/Pulse.



Multiview Financial Software Rated #1 ERP for Healthcare Organizations Under 300 Beds in latest KLAS Research Report

[Multiview Financial Software](#), a leading provider of Enterprise Resource Planning (ERP) solutions has been rated as the top-rated ERP for healthcare organizations with fewer than 300 beds, in the latest Best in KLAS Software and Services 2025 Report from KLAS Research.

The rating underscores Multiview's commitment to delivering innovative, client-focused financial and operational solutions tailored to the needs of small to mid-sized healthcare providers.

KLAS Research, a trusted healthcare technology research firm, evaluates software and services vendors based on direct feedback from healthcare organizations. Multiview earned the highest overall rating in the ERP category for sub-300-bed healthcare facilities, demonstrating

exceptional client satisfaction in areas such as product functionality, support, and value for investment.

"Multiview's excellent ranking in this category reflects its strong alignment with the needs of small to mid-sized healthcare providers," said Niel Oscarson, Research Director at KLAS Research. "Organizations consistently highlight its ease of use, seamless integration, and dedicated client support, making it a trusted choice in the industry."

The recognition comes at a pivotal time for healthcare providers, who face increasing financial and operational pressures. Multiview's ERP platform simplifies financial management, streamlines reporting, and enhances decision-making, allowing healthcare organizations to focus on delivering quality patient care.

"We're honored to be the top-rated ERP for healthcare organizations with fewer than 300 beds," said Mike Johnson, CEO of Multiview. "Critical Access and Community Hospitals don't have huge teams of people or multi-million-dollar budgets to implement and maintain large systems. We fundamentally believe you shouldn't have to be a 500-bed health system to afford the right tools."

Healthcare organizations in the sub-300 bed segment using Multiview's ERP have consistently praised the solution for its ease of use, implementation experience, integration capabilities, and the company's responsive client support.

"I consider Multiview to be like an additional team member on my bench that I can rely on," said Theresa Tabor, CFO of Family Health West. "Multiview's robust data integration across various EHRs, empowers my organization to create thorough reports with insights from both operational and financial data. This deep level of integration and transparency is transformative, allowing us to make more informed decisions."

With this latest recognition, Multiview continues to build momentum as the go-to ERP provider for small to mid-sized healthcare organizations, with more than 80 new healthcare clients choosing its solution to manage their finance operations in the past year alone.

Multiview is demonstrating its breadth of ERP capabilities for healthcare at the HIMSS Annual Conference in Las Vegas this week at Booth #6235. For more information about Multiview and its healthcare ERP solutions, visit www.multiviewcorp.com.

About Multiview Financial Software

Multiview Financial Software provides powerful, scalable ERP solutions that help hundreds of finance teams simplify operations and improve decision-making. With a proven and growing footprint in mid-sized healthcare organizations, Multiview empowers finance teams with comprehensive tools for financial management, reporting, and analytics.





Midwest AEC Firm GMB Switches to Unanet ERP and CRM

Growing education-focused firm selects easy-to-use platform to streamline data management and new business development

Unanet, [the leading provider of project-based enterprise resource planning \(ERP\)](#) and [customer relationship management \(CRM\)](#) for the architecture, engineering, and construction (AEC) industry announced that GMB has replaced its legacy software with Unanet AE ERP and CRM to more efficiently gain strategic insights into its business and streamline its new business process.

“Our company doesn’t fit neatly into traditional ERP software systems because we aren’t a typical AE firm, we offer so many different services,” said Jennifer Quillan, controller at GMB. “We had numerous employees keying data into multiple spreadsheets and pulling information from our legacy software, but it was still a struggle getting the data we needed. Unanet brings it all together

and integrates with all our software programs, allowing us to eliminate spreadsheets and some software, so we can work more efficiently and make better business decisions.”

Founded as an architectural and engineering firm in 1968 specializing in K-12 and higher education institutions, GMB’s services have grown to include a wide range of professional services that help educators solve problems including marketing communications, branding and building performance. As its service areas expanded, GMB made an acquisition and currently has a large team of employees located across the country with physical locations in Michigan, Indiana and South Carolina. The company’s rapid growth highlighted the need for a more flexible, easier-to-use ERP solution.

After reviewing an updated version of their existing ERP and CRM software, GMB found the same limitations and that it still couldn’t solve their problems. GMB switched to Unanet for its ability to not only easily integrate with the company’s existing software programs but also for its flexible and customizable approach to efficiently provide critical insights and analytics without manually inputting data or requiring workarounds.

While strong data management is critical to forecasting and firm decision-making, half of the firms surveyed (49%) in the [2024 AEC Inspire Report](#) indicated their data management tools are insufficient and 30% say they are still using spreadsheets for business intelligence.

GMB’s marketing team is also excited to use Unanet’s CRM solution to modernize the company’s business development process and easily share information across multiple offices.

More than 1,850 architecture, engineering, and construction companies select Unanet ERP and CRM because they have the right mix of functionality and accessibility while also offering the ability to scale and grow seamlessly. To learn more about Unanet ERP and CRM, please visit <https://unanet.com/crm-aec> and <https://unanet.com/erp-for-a-e/erp-for-a-e-overview/>.



About Unanet

Unanet is a leading provider of project-based ERP and CRM solutions purpose-built for government contractors, architecture, engineering, construction, and professional services. More than 4,000 project-driven organizations depend on Unanet to turn their information into actionable insights, drive better decision-making, maintain regulatory compliance, and accelerate business growth. All backed by a people-centered team invested in the success of your projects, people, and financials. For more information, visit www.unanet.com.

About GMB

GMB is a professional services firm focused on people and purpose. Our integrated team provides services to schools and universities around building and branding – planning, architecture, engineering, branding, and enrollment marketing services – that help place learners in environments where they can thrive. Our team serves transformational educators across the United States from our five learning hub locations in Michigan, Indiana, and South Carolina. Learn more at www.gmb.com.





St. Petersburg, Florida, to Deliver Improved Resident Services Through Tyler Technologies' Solutions

Fifth-largest city in Florida has selected multiple Tyler solutions to improve billing, data management, and customer engagement

Tyler Technologies, Inc. has announced it has signed an agreement with the City of St. Petersburg, Florida, for several Tyler solutions including its Enterprise ERP and Enterprise Permitting & Licensing suites that are integrated and purpose-built for government.

"As we looked to upgrade our current aging ERP and permitting system, we knew we needed a solution that would bring better efficiency to our staff and more transparency and a better overall government experience to our residents," said St. Petersburg Mayor Kenneth T.

Welch. “With innovation as one of our principles for accountable and responsive government, we’re excited to implement Tyler’s solutions to accomplish our goals.”

St. Petersburg’s selection of a combination of Tyler’s community development, service requests, permitting and licensing, utility billing, payments, and enterprise asset management solutions will bring a number of new capabilities and improvements, including:

- A community development and permitting and licensing platform that provides streamlined project collaboration, automation, and transparency, and provides inspectors and code enforcement officers with mobile apps tailored to their needs.
- An intuitive, easy-to-navigate online permitting assistant that allows users to navigate local ordinances and regulations, routing applicants to the correct information for their needs and reducing incorrect submittals.
- 24/7 online access so customers can easily pay bills, request services, submit applications, and manage their accounts. This convenience improves customer service and reduces the need for in-person visits.

- A comprehensive data management platform that maintains historical information on services, accounts, and customers, allowing for detailed analysis and trend identification. This helps city staff make informed decisions and respond to customer inquiries more effectively.
- Centralized workflows and real-time notifications to improve communication and collaboration between departments and with the community.
- Robust reporting to provide valuable insights and metrics, enabling the city to make informed decisions based on real-time data.

“Government modernization initiatives help our clients bring together critical business functions while creating a better experience for staff and residents,” said Chris Webster, president of Tyler’s ERP & Civic Division. “Our flagship ERP and permitting and licensing solutions are robust but user friendly, allowing the city to elevate their services. We are confident its residents will experience a more seamless experience in paying utility bills, applying for permits, requesting services, and much more.”

About Tyler Technologies, Inc.

Tyler Technologies is a leading provider of integrated software and technology services for the public sector. Tyler’s end-to-end solutions empower local, state, and federal government entities to operate efficiently and transparently with residents and each other. By connecting data and processes across disparate systems, Tyler’s solutions transform how clients turn actionable insights into opportunities and solutions for their communities. Tyler has more than 45,000 successful installations across 13,000 locations, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations. Tyler has been recognized numerous times for growth and innovation, including on Government Technology’s GovTech 100 list. More information about Tyler Technologies, an S&P 500 company headquartered in Plano, Texas, can be found at tylertech.com.





SAP Named a Strategic Challenger in 2025 Fosway 9-Grid™ for Learning Systems

We are excited to announce that SAP has been named a Strategic Challenger in the [2025 Fosway 9-Grid™ for Learning Systems](#), a multidimensional learning market analysis model.

According to Fosway, Strategic Challengers “provide solid performance with solutions that have a richer and broader suite of capability than most other solutions in the Fosway 9-Grid™.”

Investing in learning and talent development has become more critical than ever for organizations, especially in today’s fast-paced and ever-changing business landscape. According to the [World Economic Forum](#), employers expect 39% of key skills required in the job market will change by 2030. As technological advancements like

AI reshape industries, organizations must equip their workforce with the skills necessary to adapt and stay competitive. At the same time, employees today are increasingly seeking more personalized opportunities for growth and development.

SAP continues to drive innovation in learning and talent development with the enhanced, integrated learning experience in [SAP SuccessFactors Learning](#). A redesigned homepage helps streamline access to required, role-based, and interest-driven learning, while AI-powered tools can automate skills identification and provide personalized recommendations for learning. Customizable templates and enhanced search can further improve accessibility, creating a seamless learning journey.

Additionally, SAP recently launched [SAP SuccessFactors Career and Talent Development](#), an AI-driven solution that can provide personalized career guidance, helping employees develop the skills and experiences needed for growth. Both SAP SuccessFactors Learning and SAP SuccessFactors Career and Talent Development are powered by the talent intelligence hub, a single source of truth for workforce skills that helps enhance visibility and alignment across the talent lifecycle and is built into SAP SuccessFactors Performance & Goals. These innovations can enable organizations to upskill, retain talent, and build a workforce ready for the future.

“In a tight talent market, building skills is a critical issue for all organizations,” said David Wilson, CEO of Fosway Group. “Too many providers fail to offer personalized, relevant experiences that make an impact. Reflecting its status as a Strategic Challenger, SAP continues to invest in enhancing how learning ensures both employees and organizations thrive in a rapidly evolving skills landscape.”

Organizations of all sizes—from large enterprises to midsize companies—leverage SAP SuccessFactors Learning to help drive their

compliance and skills strategies and create a culture centered around continuous learning.

Grundfos, one of the world’s leading pump and water solutions companies, is leveraging the power of the talent intelligence hub in SAP SuccessFactors solutions to become a skills-first organization by shifting the focus from job titles and degrees to a comprehensive understanding of employees’ skills.

“We had been working with skills and competencies for quite some time before the [talent intelligence] hub,” said Søren Nielsen, Grundfos’ business architect for HR Technology. “But the AI enablement and support are already providing different opportunities to address our skills shortage. In terms of educating and growing our people, we can see how the [talent intelligence] hub can recommend the right training at the right time to help people develop the right skills. Maintaining taxonomies, skills, competencies, and behaviors was a huge, cumbersome task when these were connected to roles. Now, we have boiled it down to talking only about skills. And we can set up a framework that supports both the role and the individual with a top-down and bottom-up approach.”

[Purolator](#), one of Canada’s largest courier companies, chose SAP to unify its HR processes and support and develop its frontline teams. With SAP SuccessFactors Learning, the company launched an award-winning leadership development program to transform managers into leaders. “Overall, the program has generated over CAD 21 million in saved revenue,” said Tennyson Devoe, senior director of Safety and Organizational Excellence at Purolator. “Furthermore, we’ve seen a significant reduction in our injury frequency rate and improved union relations.” The program also gave

frontline managers the skills to help a long-tenured workforce adapt to new ways of working.

Looking ahead, we are excited to continue innovating in talent management, skills, and the learning user experience to help our customers solve their biggest challenges, address critical skill gaps, and prioritize their greatest differentiators—their people.

Learn about our position in the [2025 Fosway 9-Grid™ for Learning Systems](#) and discover more about [SAP SuccessFactors Learning](#).



About SAP

As a global leader in enterprise applications and business AI, SAP (NYSE:SAP) stands at the nexus of business and technology. For over 50 years, organizations have trusted SAP to bring out their best by uniting business-critical operations spanning finance, procurement, HR, supply chain, and customer experience. For more information, visit www.sap.com.



Capgemini Recognized As Leader in SAP Services by Forrester, 2025

As someone once said, modesty is “the gentle art of enhancing your charm by pretending not to be aware of it.” Of course, modesty is one of our seven core values at Capgemini, too, and I think there’s something in that saying.

For me, modesty provides the opportunity for others to enhance your reputation by observing and highlighting your achievements for you. So, you can imagine how pleased and proud I am that Capgemini is recognized as a leader in the Forrester Wave™: SAP Services, Q1 2025 report.

Of course, such an achievement doesn’t just happen; it is borne of hard work, strong skill sets, assured competence, and a powerful business strategy – all of which have been acknowledged and applauded by Forrester. I was especially pleased to see our unique value proposition being praised: Forrester highlighted our strength in value management and continuous improvement, noting our success rate in moving our clients to composable, clean

-core, multi-pillar S/4HANA architecture (they spotted our impressive ability to achieve over 90 percent SAP clean core).

Building a world-leading strategy

It goes without saying that we don’t set out to be positioned favorably in the Forrester Wave – or any other analyst’s rankings. We set out to be a world-leading provider of SAP services with a complete vision and an unchallenged ability to execute. Analyst recognition is a welcome and happy result of our hard work and strategy. Together with an excellent team of leaders around the world, we have built – and continue to refine – a determined strategy to achieve success for our clients. The foundations of this strategy are:

An end-to-end business transformation approach. This includes:

- A solid industry focus up to and including specific reference models
- A redoubling of our emphasis on value management and continuous innovations
- The incorporation of applied SAP – based Gen AI to improve processes and delivery.
- Tools and methodologies such as our Large Transformation Program (LTP) method supported by the Digital Acceleration Navigator (DAN) platform.

Excellence at cloud transformation, with:

- A focus on the move to composable architecture, clean core, multi-pillar SAP- based architecture
- A strong partnership with and commitment to the big hyperscalers, resulting in a three-year strategic initiative and joint offerings on RISE with Microsoft, AWS, and Google Cloud.
- A concerted drive towards SAP Cloud-enhanced services.

An increased focus on sustainability, requiring us to:

- Create (and continue to evolve) a best-in-class set of sustainable processes around supply chain, manufacturing, and customer services.
- Accelerate our sales effort on new business around battery and electric car models, recycled plastics, wind farms, and other “green” businesses.
- Establish an end-to-end sustainable architecture framework through joint partnerships with SAP, the hyperscalers, and niche solution providers.

Access to the proven global capabilities and power of Capgemini, including:

- Capitalizing on the full set of Capgemini’s capabilities, ranging from superior SAP expertise to systems and services integration and architecture, cloud apps, data and cloud management, and business operations
- Structuring our teams to take full advantage of their capabilities across the globe
- Availing of our great industry transformation consulting practices and digital engineering capabilities from across the Group

I am very aware that I have just described a very inward-centric perspective on our work (a lot of “we did this” and “we did that”) but rest assured, we never lose sight of the imperative to deliver the very best service that we can possibly do for our clients. As the Forrester Wave demonstrates, our clients have a choice, and we will always strive to be the best. That’s why I was particularly pleased to see such positive client feedback. Forrester noted that our clients rated us as “excellent” when it comes to our knowledge of SAP products, and praised the quality of our SAP resources. In fact, we got a “halo” in the rankings, thanks to the strength of our clients’ feedback.

A strong industry focus

As a leader whose portfolio includes Digital Core and Packaged Solutions, it has always been important to me to provide industry-specific solutions. Every industry comes with its own nuanced service requirements, its own set of regulations and governance, and its own unique market challenges. So, to fit (dare I say shoehorn?) generic processes, methodologies, or even systems into an environment where

something considerably more specialized is required just won’t work. Even worse, doing so can make things a lot more challenging, leading to inefficiencies and cost escalation.

Not only that, but it is entirely reasonable for our clients to expect that we know and understand their industry, and have the skills, systems (and sometimes even security clearances) required to work effectively with them. So, I was delighted to see Forrester observe that “Capgemini shines at industry-specific transformation,” specifically noting our strength in “automotive, retail and grocery, consumer products, life sciences, utilities, telecommunications, and semiconductors, with industry process models, reference cloud architectures, Gen AI, and sustainability embedded in all solutions.” Indeed, our industry-centric approach was acknowledged by Forrester several times, including a description of Capgemini being, “a great fit for industry-specific large SAP transformation programs requiring global-scale deployment.” ... precisely what we aim to be.

Take a bow!

As I mentioned, such a great achievement doesn’t just happen. It is preceded by a lot of hard work, solid strategies, and the skills of a great team of more than 30,000 SAP consultants, engineers, and leaders. And, more importantly, it happens thanks to clients who are hungry for innovation and open to change. To you all, I say, “thank you.”

Find out more

Discover the [full report](#) and learn more about our SAP services leadership.



Improving Operational Outcomes With FHIR-Powered Innovation

Discover how Hackensack Meridian Health leveraged Infor solutions to enhance operations, improve patient care, and embrace FHIR standards.

As New Jersey's most comprehensive healthcare network, Hackensack Meridian Health faced a critical challenge: Establishing a unified data ecosystem across 18 hospitals, 7,000 physicians, and 36,000 team members.

By implementing Infor Cloverleaf and HL7® FHIR® standards, they transformed patient care delivery. Providers now see one additional patient per hour, patients book appointments 5-10 times faster, and waiting room times dropped by 3 minutes.

The result? Over 65,000 hours saved annually and a revolutionary approach to healthcare data integration that puts the right information in the right hands at the right time.

Challenge

- Creating common HL[®] FHIR[®] service layer
- Adopting mobile applications
- Efficiently exchanging health data across disparate systems

Infor solution

- Enabling real-world FHIR implementation
- Configuring FHIR pilots

Outcome

- Seamless integration into existing architecture
- Enabled real-world FHIR implementation, supporting patient, encounter, and resources data
- Seamless integration into customer's existing architecture
- Configured FHIR pilots and proof of concepts

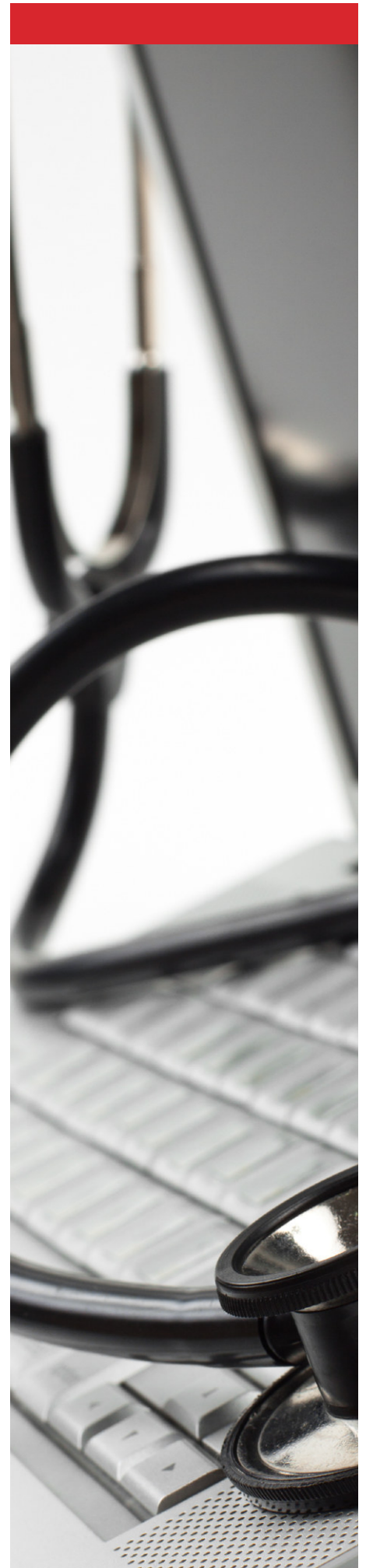
About Infor

Infor is a global leader in business cloud software products for companies in industry-specific markets. Infor builds complete industry suites in the cloud and efficiently deploys technology that puts the user experience first, leverages data science, and integrates easily into existing systems. Over 67,000 organizations worldwide rely on Infor to help overcome market disruptions and achieve business-wide digital transformation.

“If you can look at all the patient data and find the one unique piece of data, it can change the treatment plan. Get the right information to the right provider at the right time. Cloverleaf[®] enables data sharing.”

- Shafiq Rab M.D. Regional
Senior VP and Co-Chief
Information Officer,
Hackensack University
Medical Center

infor





With Priority, We Could Double Our Output Without Having To Increase Our Staff

INDUSTRY
Manufacturing

COUNTRY
United Kingdom

WEBSITE
orbinteriors.co.uk

PARTNER
ERPIQ

About Orb Interiors



Founded in Liverpool by Mattis Orgel, Orb Interiors specializes in high-quality kitchen design and installation. With a passion for combining exceptional craftsmanship and cutting-edge technology, Orb Interiors offers a unique approach to kitchen design, blending elegance and functionality. By challenging industry norms, they provide luxury kitchens at competitive prices, catering to both individual homeowners and large-scale property developers.

The Challenge

Before implementing Priority ERP, Orb Interiors faced challenges common to fast-growing companies. The rapid growth of the business outpaced the manual processes, resulting in stressful operations and inefficiencies. With just a 14-person team, Orb Interiors needed to meet tight deadlines for high-volume orders, including a remarkable instance where they delivered 102 kitchens in two weeks. However, relying on manual systems introduced risks, including production slowdowns and information silos, which threatened to hinder Orb's scalability and quality standards.

The solution

Orb Interiors turned to Priority ERP through its UK-based partner, ERPiQ, to tackle its growing constraints. With Priority ERP, Orb Interiors streamlined its processes and automated tasks that previously required extensive manual effort. The flexibility and responsiveness of Priority ERP allowed Orb to scale without increasing overhead or adding night shifts. Priority's system flexibility allowed configuration to meet Orb's specific needs, enhancing operational efficiency and supporting the company's growth trajectory.

The result

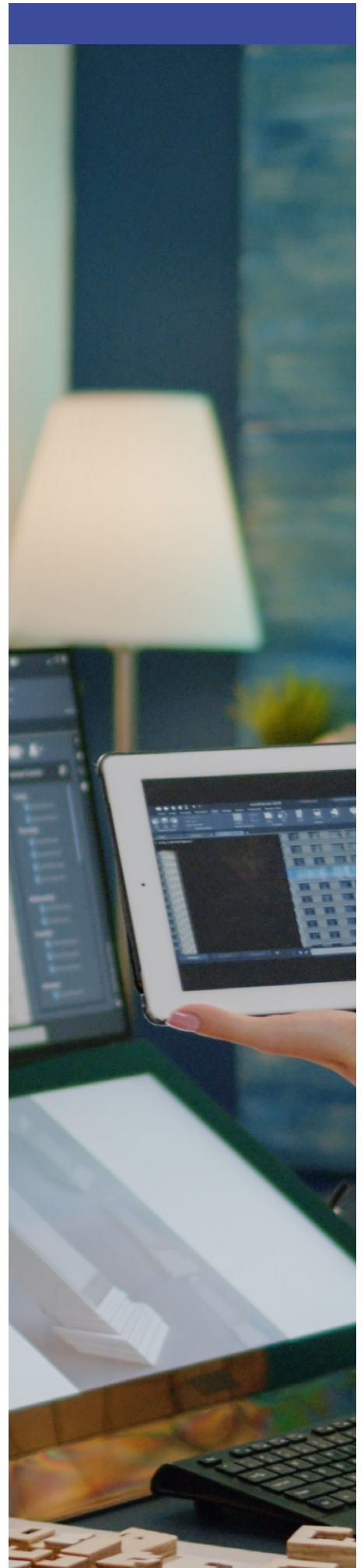
Since going live with Priority ERP, Orb Interiors has tripled its output while doubling its margins. Automation has reduced manual tasks, freeing employees' time and eliminating the need for additional management layers. In its B2B arm, Orb Interiors achieved a 99.2% on-time delivery rate and a 100% customer retention rate. With Priority ERP in place, Orb Interiors continues to scale seamlessly, supported by smooth operations across all departments.

**“With
Priority, we
could double
our output
without
having to
increase our
staff.”**

**- Mattis Orgel,
Director at Orb Interiors Ltd**

About Priority

Priority is a versatile and highly scalable, AWS-based, native cloud ERP platform, catering to businesses of all sizes. As a flexible and open ERP platform, companies can quickly adapt to evolving business needs and seamlessly integrate the platform with other business management systems. With a powerful and user-friendly UI, users can personalize the system and create mobile apps, web portals and business processes without any coding. Powered by AI, it offers process automations, recommendations, and optimization algorithms. With several decades of development and innovation, Priority stands out as one of the most comprehensive ERP platforms available. It supports an impressive array of in-depth functionalities, covering financials, CRM and sales, supply chain management, manufacturing, distribution, customer service, project management, warehouse management, equipment rental, business intelligence, intelligent workflows, mobile app generation and more.





How This Specialty Lumber Dealer Saved \$100,000 in Inventory

10

Hours per week shaved off
payroll

\$2,000

Saved in paper costs annually

\$100,000

Savings in inventory

OVERVIEW

Exotic Woods, Inc.
Burlington, ON

INDUSTRY

Specialty woods
Flooring

SOLUTIONS

Spruce

Who is Exotic Woods, Inc?

Headquartered in Burlington, Ontario, Canada, Exotic Woods Inc. is not your run-of-the-mill lumber supplier. Customers in the greater Toronto area can visit the company's 18,000-square-foot retail shop to purchase more common woods, such as oak, pine, walnut, and maple. But customers local and worldwide can also purchase specialty woods such as verawood, snakewood, ebony, purpleheart, cedar, and more. Exotic Woods' inventory of hard and soft woods is nearly infinite and valued at about \$2M at any given time. In addition to its retail store, Exotic Woods has a 30,000-square-foot warehouse. That's a lot of wood to keep track of, which is a major reason why Exotic Woods switched to ECI's Spruce platform.

"I'd say 50% of our customers are contractors, with the other 50% split between do-it-yourselfers, weekend warriors, and hobbyists," says Mike DeBoer, Exotic Woods general manager. "Since 2019, our business has grown 20% to 30%."

Part of this growth was the result of the COVID-19 pandemic. "A lot of people were working from home and not taking vacations," Mike says. "So, they spent money on home renovations and offices, such as building desks and shelving. "Also, many hobbyists weren't spending two to three hours commuting to work, so they had those hours to spend on hobbies."

COVID is not the only reason Exotic Wood's business is booming. "People know our quality and our selection is good and that they don't have to drive all over to find what they are looking for," Mike says. "Contractors can be confident of the quality of the wood they are buying for their customers. We get a lot of business through word of mouth, and we

ship internationally; I just shipped an order to Israel. The business has leveled off a bit since COVID, and the housing market has slowed down some, but most contractors are booked months ahead."



The challenge

According to Mike, growth wasn't the only impact the pandemic had on the business. "COVID-19 forced us to face business challenges and do things we would never have thought of before. We had to adjust from retail to phone, email, and back door pickup. It forced us to find better ways to run our business."

One change Mike knew the company needed to make to increase efficiency was to switch software systems. "We had been using a customized system built by an independent programmer," he says. "After about a year, we realized we weren't getting to where we needed to be. The inventory management portion wasn't there. We were spending \$100,000 on dead inventory and 40 hours a week on purchasing. Customers' orders were backed up; every day was a headache. It just wasn't working out. Customized programs can be great, but they can take a long time to build and have too many hurdles. Our company was growing too fast for it to keep up."

"COVID-19 forced us to face business challenges and do things we would never have thought of before. It forced us to find better ways to run our business."

The solution

After testing three software platforms, the best choice for Exotic Woods was clear. "We needed an inventory management system that fit our business," Mike says. "A lot of companies sell using SKU numbers; they enter 500 SKUs, and away they go. For us, there are too many variations for that simplicity. There

are many ways we measure that are unique to hardwood/ softwood sales. Our wood is sold by the board foot, square foot, linear foot, and weight per piece. It is dressed and undressed. A lot of ERP [enterprise resource planning] systems are not able to handle this. Spruce can convert inventory from one to the other; it can convert board foot, which is how we buy the wood from our suppliers, to linear foot, the way we sell some products to our customers. The PO will say board foot, and the invoice will say linear. A more generic program can't do all this. Spruce understands the terminology; it understands how we do business. It was built for this industry."

The impact

Mike couldn't be happier with Spruce's inventory management/ tracking functions. "Tracking is a great benefit for us," he says. "It tracks all our inventory and costs and gives us the profit margin right there." The tracking also saves the company significant time and money.

"Back in the day, we used to keep every order in a box so, in theory, we could find it if we needed it, but we never really could have," Mike says. "Now, we save about \$2K in paper costs. We just finished the first year since installing Spruce in April, so it will take time to build the history, but as time goes on, it will be great. We'll have more customer and inventory history and will be able to see what is selling. It will help us with seasonal products; based on past years' sales, we can look in January for what we need in June or August and order it to get the larger preorder discounts." Mike is also happy that the company can now use the \$100,000 once tied up in dead inventory in profitable areas.

Other Spruce features are already paying off. "You can enter the information once," Mike says. "You can create a quote, and when the customer says yes, you can create an order, change it to a purchase order, and change it to an invoice. Special orders can be customized once and go from quote to invoice with a click of a button. There's no need to rewrite each one. All of them are linked, and you can look back and see it all from start to finish. This is a big strength of the system for us." Overall, he says purchasing requires far less time and labor.



"Before Spruce, we had a customized dashboard, but [now] I like Spruce's quick, easy reference for different things that you can see with just a click of a button."

The Spruce platform has also improved Exotic Woods' accounts payable functions. "In the system we used before, this was a tedious job," Mike says. "It was a clunky upload from the system to QuickBooks, and we had to do it every day. We still use QuickBooks to look up old history until Spruce has more history input and for payroll, but all the information we need is right there in Spruce."

Overall, Mike believes Spruce has saved at least 10 hours of payroll time a week. And he is confident the benefits will continue to multiply. "I 100% believe the return on investment will increase and become more important over time," he says. "As we continue to grow, the need to be more accurate will be increasingly important. Spruce is allowing us to be a scalable company."

“Spruce makes us feel cared for and are educating us.”

Mike doesn't think switching to any new software platform can all be smooth sailing, but he believes the transition to Spruce went as well as could be expected. "ECI's training was good," he says. "There were things that our staff didn't understand, things they wanted to do. And learning and adjusting to a new system can be frustrating, of course. But ECI's staff was supportive. One of the best things we did was bring an ECI trainer on

site for a week after about the first six months of using the system. Initially, I thought I should have scheduled this visit right away. But I think it was better to wait because, by the time the trainer came, we were somewhat familiar with it. You pay extra, but I strongly recommend investing in onsite training after six months of using the system."

And the software company's service overall? "ECI staff has been good," Mike says. "Our staff wants our customers to feel and be cared for and that we are helping educate them. I believe Spruce wants us to feel the same. They make us feel cared for and are educating us."



About ECI

ECI Software Solutions provides cloud-based business software for running small and mid-sized businesses end to end. Built by experts in manufacturing, residential construction, field Xservice, building supply, office technology, and wholesale/retail distribution industries, ECI's industry-specific software connects businesses and customers, improving visibility, operational efficiency, and profitability. With ECI, businesses seamlessly integrate sales and marketing, business intelligence, CRM, data and analytics, ecommerce, mobile apps, and payment processing. With more than 30 years of industry leadership, ECI is trusted by 24,000 customers in more than 80 countries globally. Headquartered in Westlake, Texas, it has offices in the U.S., Canada, Mexico, the United Kingdom, the Netherlands, and Australia. For more information, visit www.ECIsolutions.com.





City of Yarra

Lánluas designed centralised and integrated systems for City of Yarra

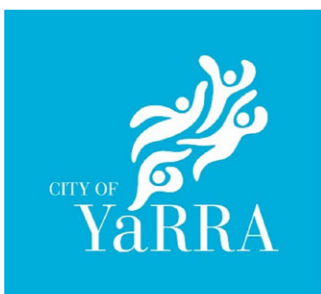
Centralised and integrated systems for City of Yarra.

To an external onlooker, it may not have been apparent that many processes within the City of Yarra Statutory Planning Department were manual, inefficient and disjointed. But to the internal departments involved in processing business applications – not to mention external businesses navigating multiple complicated forms on the website and waiting an average of 86 days for Council to reach a decision on a planning application – the clunky manual systems were all too obvious.

Cleverly redesigned workflows and tailored TechnologyOne modules presented an opportunity to improve both the customer experience, and internal processes and systems. But City of Yarra needed expert guidance on how to scope, build and create these streamlined processes to benefit both customers and Council.

They went out to tender and chose Lánluas, who had the knowledge and expertise needed to complete the project to an exceptional standard – making clunky, disjointed processes a thing of the past for staff and citizens of Yarra City Council.

The award-winning solution streamlined permit application processes across Statutory Planning, Building, Economic Development and related departments for Yarra City Council.



Highlights of the project

- Integrated and streamlined departmental workflows
- Developed online portals for business owners to track and update applications
- Boosted application efficiency by 10%, reducing time and processing costs
- Assists local businesses to set up and open faster by streamlining permit approvals
- 87% of business applications are now lodged online
- Expected to save Council over \$500,000 per annum

The challenge we faced

Departments within City of Yarra Council have historically used different processes and ways of using Council software, which weren't integrated. For example, an external business seeking a Council permit would need to deal with up to three different departments separately and navigate multiple application processes that were not integrated.

Imagine the anxiety and frustration of a newly established business already paying a lease on a property, and waiting on permits and approvals to conduct business. Council decisions for statutory planning would take an average of 86 days – and even then, may or may not result in the desired outcome of the business owner eager to start

trading. In that time, the business would need to navigate several different applications – often around signage, liquor licences, parking, or change of use – each with its own requirements, expectations, forms, processes and timeframes.

This experience would clearly leave a poor impression of the Council as a whole, negatively impacting its reputation in the eyes of the community.

A centralised online portal for business applications was needed. This would allow for greater self-service capacity, and reduce the time and cost involved.

The solution we offered

Having worked with many councils across Australia, New Zealand and the UK, Lánluas was more than comfortable deploying our team of [Property and Rating](#) specialists, experts in TechnologyOne, to spearhead this project.

A bulk of the work lay with aligning business units' processes. Clear and focused workflows and backend systems brought the Statutory Planning Department, Building Department, Economic Development Department and other business units that process business enquiries and applications, onto the same page, ready to use and maintain an online service that presented to the customer as a portal.

“The new centralised online portals have mapping and tracking tools, clearly outlining the application process for external businesses so they can understand requirements and expectations easily.”

Rather than relying on phone calls, emails, and manual data entry processes, users can now easily perform tasks such as:

- Make payments
- Submit, update and track applications
- Receive permit reminder notifications

This simple, straightforward process makes life easier for business owners, and establishes trust with Council.

The key stages of a Yarra City Council Planning application are:



For City of Yarra, the portal creates a centralised location for application information, reducing the need for businesses to contact Council directly

Lánluas was able to advise City of Yarra on the broader TechnologyOne eServices suite functionality available and provide services to deliver the integrated online solution, with the opportunity for future capability additions to avoid rework when rolling out more TechnologyOne eServices features.

“Ultimately the way we engage with and provide information to our community has improved dramatically for the statutory planning department... We value the constructive, open, and honest working relationship we have with the Lánluas team.”

- Sarah Griffiths,
Former Senior Coordinator
Continuous Improvement
(Statutory Planning),
City of Yarra

The final outcome

Lánluas’ work involved developing a centralised and integrated back-end system for the City of Yarra’s business enquiries between the Statutory Planning, Building, Economic Development and related departments. City of Yarra was the first council in Victoria to facilitate online lodgement for building applications and end-to-end online experience for economic development applications.

This has:

- Directly resulted in an estimated 10% efficiency increase.
- Reduced the volume of email communications between businesses and Council regarding applications by 70%.
- Automated over 40,000 individual TechnologyOne Property & Rating events.

It’s also expected to save the Council over half a million dollars per annum – not taking into account the reduced time spent on administration and the increased efficiency.

“The project has provided significant benefits to the organisation internally, as well as externally to people in the community, notably business owners.”

For Council:

- Time is saved processing and responding to enquiries.
- The system is now a streamlined, end-to-end process that goes from pre-application advice to lodgement of a planning application.
- It’s established common processes and workflows between business units.
- It’s increased collaboration between teams, streamlined processes, and created a central portal for all business applications and enquiries.

For customers:

- It’s reduced the need for customers to navigate several application processes and fill out multiple forms.
- It’s reduced the need for business owners to contact Council, as they can easily understand the process and access information on their own.
- It’s enabled business owners to update their applications instantly and directly, without the need to call or email Council.

Beyond delivering these benefits through the solution delivery, Lánluas focused on future capability being added from the TechnologyOne eServices suite. Our approach helps to avoid the need for re-work in configuration of the online solution as City of Yarra moves to roll out TechnologyOne eServices functionality in other departments.

Ready to unlock the potential of your TechnologyOne enterprise system? [Contact Lánluas](#) to discuss how we can help.

Australian Business Award for Process Improvement Excellence



Lánluas was named an ABA100 Winner for Process Improvement in the prestigious 2023 Australian Business Awards. This coveted recognition highlights our dedication to delivering exceptional process improvement solutions for TechnologyOne customers.

The award-winning solution streamlined permit application processes across Statutory Planning, Building, Economic Development and related departments for Yarra City Council. Our team developed integrated online portals and optimised backend workflows that reduced approval times, improved consistency through automation, and enhanced visibility.

By pioneering these transformative process improvements, we empowered Council to dramatically boost efficiency, reduce delays for businesses, and actively support

economic recovery in the post-COVID landscape. The Australian Business Award underscores our deep expertise in optimising TechnologyOne enterprise systems to unlock new levels of productivity and customer satisfaction for organisations.

We take pride in this award as validation of our commitment to innovation and driving meaningful impact for our clients through process excellence. We extend our gratitude to Yarra City Council for their partnership on this project.



ERPNEWS